

What Is Conflict Resolution Definition

The Essential Guide to Workplace Mediation and Conflict Resolution examines the nature, process, uses and skills for employing and using mediation. The authors examine what mediation is and how it can be successfully applied to resolve issues, by presenting a range of techniques and case studies. Applicable to not only one-on-one conflict, but also at team and board room level, this is the book for you whether you are in the front line and have to anticipate, pre-empt or defuse conflicts in support of productive working relationships, are already a mediator or are training to become one.

This book introduces the subject of third party intervention, one of the core subject matters of the fields of conflict resolution and peace studies. It provides a comprehensive introduction to the dimensions, issues, and methods of third party intervention, and approaches the subject from an interdisciplinary perspective. It delves into third party definitions, typologies, actors, rationale, motives, decision dimensions, and roles. This book provides in-depth analysis of such third party methods as mediation, arbitration, hybrid procedures, problem solving workshops, and peacekeeping, uniquely bringing all major topics of third party intervention into one text. The last two chapters deal with timing of intervention and ripe moments, and ethics. Students of conflict resolution and peace studies will benefit from this book.

This introductory course text explores the genealogy of the field of conflict resolution by examining three different epochs of the field, each one tied to the historical context and events of the day.

In this groundbreaking book, John Winslade and Gerald Monk -- leaders in the narrative therapy movement--introduce an innovative conflict resolution paradigm that is a revolutionary departure from the traditional problem-solving, interest-based model of resolving disputes. The narrative mediation approach encourages the conflicting parties to tell their personal "story" of the conflict and reach resolution through a profound understanding of the context of their individual stories. The authors map out the theoretical foundations of this new approach to conflict resolution and show how to apply specific

techniques for the practical application of narrative mediation to a wide-variety of conflict situations.

Constructive Interventions

Rebuilding Working Relationships

Dictionary of Conflict Resolution

Integrating Theory, Research, and Practice

The Dynamics of Conflict Resolution

Models and Maps for Analyzing, Diagnosing, and Resolving Conflict

Provides information on terms relating to various methods of resolving conflicts between nations, legal disputes, labor-management issues, and other disagreements

Game theory could be formally defined as a theory of rational decision in conflict situations. Models of such situations, as they are conceived in game theory, involve (1) a set of decision makers, called players; (2) a set of strategies available to each player; (3) a set of outcomes, each of which is a result of particular choices of strategies made by the players on a given play of the game; and (4) a set of payoffs accorded to each player in each of the possible outcomes. It is assumed that each player is 'individually rational', in the sense that his preference ordering of the outcomes is determined by the order of magnitudes of his (and only his) associated payoffs. Further, a player is rational in the sense that he assumes that every other player is rational in the above sense. The rational player utilizes knowledge of the other players' payoffs in guiding his choice of strategy, because it gives him information about how the other players' choices are guided. Since, in general, the orders of magnitude of the payoffs that accrue to the several players in the several outcomes do not coincide, a game of strategy is a model of a situation involving conflicts of interests.

This companion volume to the negotiation classic Getting to Yes explores the negotiation process in depth and presents case studies, charts, and worksheets for blueprinting and personalized negotiating strategy.

In the contemporary discipline of conflict resolution, adjudication and alternative dispute resolution (ADR) are often seen as antagonistic trends. This important book contends that, on the contrary, it is the bringing together of these trends that holds the most promise for an effective system of international justice. With great insight and passion, built firmly on a vast knowledge of the field, Lars Kirchhoff exposes the contemporary structural barriers to effective conflict resolution, defining where adjudication ends and ADR—and particularly the recent development of mediated third party intervention from an 'art' to a veritable 'science'—must come into play. The work starts by defining the challenges, potentials and shortcomings of different approaches to conflict resolution in an

interdependent world—where the multiplicity of actors, topics and interests involved even in seemingly bilateral conflict situations is clearly manifest—and goes on to define useful models and connect the various elements relevant for the resolution of conflicts in a transparent way. In the course of its investigation the book accomplishes the following: • illustrates the various departure points and perspectives scholars of conflict resolution have taken as the basis for their work; discusses who should become involved in conflicts as a third party and by which techniques this should occur; systematically conveys the nature and consequences of intervention through mediation, focusing on the method's critical challenges; and clarifies the particular model of international mediation under development through UN initiatives. In approaching these intertwined topics, the author draws concrete conclusions for the realms of international law and related disciplines as well as for the organizational context of the United Nations. He explores such diverse scenarios as conflicts between States, conflicts involving international organizations, and—in accordance with the changing parameters of international law—even conflicts involving individuals, clarifying which constellations can be tackled by international mediation and which conflicts should be dealt with by other forms of diplomacy or adjudication. It is the conviction of many intermediaries and scholars that the considerable potential inherent in resolving conflicts peacefully is rarely put into practice. Although some of the reasons for this phenomenon are beyond the influence of scholarly debate, in many instances the reasons for failure of peaceful resolution processes are more structural or systemic in nature. It is the great virtue of this book that it establishes enough clarity in an unclear and complex field to make concrete and workable recommendations in these instances, and for that reason it will be of immeasurable value and benefit to all scholars, policymakers, and activists dedicated to the pursuit of peace.

Harnessing the Power of Disagreement

Conflict Management

The Resolution of Conflict

Conflict Resolution

The Big Book of Conflict Resolution Games: Quick, Effective Activities to Improve Communication, Trust and Collaboration

Discourses and Dynamics

Conflict, bullying and harassment can destroy the foundations of the most enterprising organisations. Bullying is now a key complaint received by HR departments. Destructive conflict creates stress, which can lead to poor morale and performance, increased staff turnover and an overall decline in organisational effectiveness. The good news is destructive conflict can be reduced – but this is a sensitive issue, requiring managers to call on tried and tested techniques. Published for HR and line managers, *IRS Managing Conflict in the Workplace* will help employers to recognise and resolve destructive conflict issues more

effectively, enabling them to become more positive, productive and efficient. It gives invaluable advice on conflict prevention, mediation and negotiation; it explains how to manage conflict in a wide variety of situations; and includes guidance on the new statutory requirements for disciplinary and grievance procedures. The handbook will enable HR professionals to:

- recognise the sectors, departments and types of individuals most prone to conflict
- measure the costs of conflict
- understand and comply with the law on the employer's duty of care
- spot potential problems, recognise bullying behaviours, understand the difference between constructive conflict and bullying and harassment, conduct a risk assessment and take preventative action
- establish, communicate and monitor effective policies and procedures
- train staff and managers in how to manage conflict effectively
- reach agreement through negotiation
- use conciliation and mediation to resolve difficult situations

Also included is best practice advice, sample conflict management policies, case studies, checklists and legal compliance.

In the past, arbitration, direct bargaining, the use of intermediaries, and deference to international institutions were relatively successful tools for managing interstate conflict. In the face of terrorism, intrastate wars, and the multitude of other threats in the post-Cold War era, however, the conflict resolution tool kit must include preventive diplomacy, humanitarian intervention, regional task-sharing, and truth commissions. Here, Jacob Bercovitch and Richard Jackson, two internationally recognized experts, systematically examine each one of these conflict resolution tools and describe how it works and in what conflict situations it is most likely to be effective. *Conflict Resolution in the Twenty-first Century* is not only an essential introduction for students and scholars, it is a must-have guide for the men and women entrusted with creating stability and security in our changing world. Cover illustration © iStockphoto.com

Since the end of the Cold War, conflict prevention and resolution, peacekeeping and peacebuilding have risen to the top of the international agenda. The second edition of this hugely popular text charts the development of the field from its pioneers to its contemporary exponents and offers an assessment of its achievements and the challenges it faces in today's changed security environment. Existing material has been thoroughly updated and new chapters added on peacebuilding from below, reconciliation, responses to terror, gender issues, the ethics of intervention, dialogue, discourse and disagreement, culture and conflict resolution, and future directions for the field. The authors argue that a new form of cosmopolitan conflict resolution is emerging, which offers a hopeful means for human societies to transcend and celebrate their differences. Part I offers a comprehensive survey of the theory and practice of conflict resolution. Part II enters into the controversies that have surrounded conflict resolution as it has become part of the mainstream. *Contemporary Conflict Resolution* is essential reading for students of peace and security studies, conflict management and international politics, as well as those working in non-government organizations or think-tanks. Drawing on groundbreaking research into the dynamics of healthy relationships, a study of the basic principles that make up a happy, long-lasting marriage shares easy-to-understand, helpful advice on how to cope with such issues as work, children, money, sex, and stress. 35,000 first printing. Tour.

Principles, Methods, and Approaches

A Practitioner's Guide

Getting Ready to Negotiate

Pushing the Boundaries

The Handbook of Conflict Resolution

International Conflict Resolution After the Cold War

Understanding Conflict Resolution is a comprehensive introduction to the study of peace and conflict studies. It explores both the historical roots of the study of conflict management, as well

as the contemporary settings and the tools available to states, regional and global organizations where these core ideas apply. Drawing on cutting-edge research and examples from around the world, the fifth edition includes: Three new chapters on the key threats and hopes emerging post-2010: one-sided violence, including genocide and terrorism; gendering international affairs; and climate challenges stemming from global warming and the danger of nuclear war Brand new case studies focusing on contemporary events and issues: ISIS; Brexit; Nuclear Arms Race; Refugees as a weapon of war. Learning features such as graphs, data sets, a glossary, annotated further reading lists, and access to a companion website full of online resources. This is an essential text for all students, lecturers and researchers of peace and conflict resolution in international relations, global politics and political science.

The field of conflict resolution centers on relationships and ways of approaching methods for problem solving. These relationships and approaches vary deeply depending on the individual, society, and background, proving that cultural perspective is fundamental to any dispute intervention. *Re-Centering Culture and Knowledge in Conflict Resolution Practice* is a collection of original essays by scholars and practitioners of conflict resolution and others working in marginalized communities. The volume offers a sampling of the cultural voices essential to effective practice yet not commonly heard in the discourse of conflict resolution. The authors explore the role of culture, race, and oppression in resolving disputes. Drawing on firsthand experience and sound research, the authors address such issues as culturally sensitive mediation practices, the diversity of perspectives in conflict resolution literature, and power dynamics. The first anthology of its kind, this book combines personal narratives with formal scholarship. By melding these varied approaches, the authors seek to inspire activism for social justice in today's multicultural society.

Contains papers presented at a conference, entitled 'Cutting Edge Theories and Recent Developments in Conflict Resolution'. This work explores some of the major themes of conflict analysis, including how dominant discourses can soothe and exacerbate conflict, and the importance of a structural understanding of ethnocentrism and racism.

Problems that "just won't go away" can be settled through methods developed by one of America's leading experts in conflict resolution. In clear language, Weeks shows readers how to turn conflict into lasting partnerships and ensure a fruitful outcome.

Culture & Conflict Resolution

Presevering Relationships at Work, at Home, and in the Community

An Introduction

A New Approach to Conflict Resolution

The Eight Essential Steps to Conflict Resolution

Paradigms, Process and Practice of International Mediation

This empowering guide goes beyond observable techniques to offer a close look at the creative internal processes--both cognitive and psychological--that successful mediators and other conflict resolvers draw upon.

Explores Arab-Jewish encounters and relations in Israel from both conflict resolution and educational perspectives.

After years of relative neglect, culture is finally receiving due recognition as a key factor in the evolution and resolution of conflicts. Unfortunately, however, when theorists and practitioners of conflict resolution speak of culture, they often understand and use it in a bewildering and unhelpful variety of ways. With sophistication and lucidity, "Culture and Conflict Resolution" exposes these shortcomings and proposes an alternative conception in which culture is seen as dynamic and derivative of individual experience. The book explores divergent theories of social conflict and differing strategies that shape the conduct of

diplomacy, and examines the role that culture has (and has not) played in conflict resolution. The author is as forceful in critiquing those who would dismiss or diminish culture's relevance as he is trenchant in advocating conflict resolution approaches that make the most productive use of a coherent concept of culture. In a lively style, Avruch challenges both scholars and practitioners not only to develop a clearer understanding of what culture is, but also to take that understanding and incorporate it into more effective conflict resolution processes."

Describes a method of negotiation that isolates problems, focuses on interests, creates new options, and uses objective criteria to help two parties reach an agreement

Making Conflict Work

Theory, Research, and Practice

The Seven Principles for Making Marriage Work

Constructive Conflicts

We Can Work It Out

The SAGE Handbook of Conflict Communication

Decades after our contemporary international system witnessed the end of the Second World War, the events that followed in its aftermath has fashioned an international system characterized by global conflict in the guise of the Cold War. Although wars were part of the struggle between the two rival super powers - the US and USSR - their main theatre was the Third World and hostilities during the Cold War era were global. It is against this backdrop that Governance, Conflict Analysis and Conflict Resolution addresses conflict in the Caribbean and elsewhere, exploring the linkages between conflict and development. The book is divided into eight sections and offers diverse views on conflict, conflict resolution and governance: Part 1 - Governance and Conflict Management in a Global Context; Part II - Management and resolution of Conflict in the Regional Context; Part III - Perspectives on Social Stratification, Political Rivalry and Ethnic Insecurities; Part IV - High Intensity Conflicts; Part V - The Management and Resolution of Territorial Conflicts; Part VI - Poverty, Economics and Conflict Management; Part VII - Advancing Conflict Resolution through Education; and Part VIII - Civil Society, Governance and Social Consensus.

This book draws on a wide range of practical examples to describe how conflicts within organisations are traditionally managed and the complementary conflict management methods that can be employed. Stephan Proksch clearly explains these innovative methods and their potential applications. The central focus is on mediation as an effective form of conflict resolution. Discussion and questioning techniques as conflict management tools are explained in simple and concise terms.

The basic question to which this book is addressed is not how to eliminate or prevent conflict but rather how to make it productive, or minimally, how to prevent it from being destructive. I shall not deal with situations of "pure" conflict in which inevitably one side loses what the other gains. My interest is in conflict where there is a mixture of cooperative and competitive interests, where a variety of outcomes is possible; mutual loss, gain for one and loss of the other, and mutual gain. Thus my query can be restated, as an investigation of the conditions under which the participants will evolve a cooperative relationship or a competitive relationship in a situation which permits either. -- from the introduction.

The tenets of Nonviolent Communication are applied to a variety of settings, including the classroom and the home, in these booklets on how to resolve conflict peacefully.

Illustrative exercises, sample stories, and role-playing activities offer the opportunity for self-evaluation, discovery, and application. Applying the Nonviolent Communication (NVC) process to conflict resolution inspires peaceful collaboration by focusing on the unmet needs that lie at the root of any given conflict. Practical techniques help mediators and participants to find the heart of the conflict and use genuine cooperation to reach resolutions that meet everyone's needs.

irs Managing Conflict in the Workplace

Arab-Jewish Encounters in Israel

Conflict Resolution in the Twenty-first Century

New Frontiers in Conflict Resolution and Collaboration

Getting to Yes

Key Concepts Training Video

A fourth edition of this textbook is now available. This popular, highly regarded, and comprehensive book synthesizes pertinent theories and evidence about diverse conflicts.

Kriesberg examines the strategies that partisans and intermediaries can use to minimize the destructiveness of these conflicts. Not only does he examine large-scale forces that affect the various stages of conflict, but also the elements that contribute to constructive transformations at each stage. The diverse conflicts discussed are; the American civil rights struggle, the struggle for women's rights, apartheid in South Africa, labor-management relations, Palestinian-Israeli relations, protecting the environment, the Cold War, and countering terrorism, as well as conflicts in Northern Ireland, Chiapas, Mexico, and Sri Lanka. In addition to updating the conflicts examined in earlier editions, this new edition examines current issues, pertaining to ethical concerns, ideological and religious developments, and the changing global role of the United States.

Conflict Management and Resolution provides students with an overview of the main theories of conflict management and conflict resolution, and will equip them to respond to the complex phenomena of international conflict. The book covers these four key concepts in detail: negotiation mediation facilitation reconciliation. It examines how to prevent, manage and eventually resolve various types of conflict that originate from inter-state and inter-group competition, and expands the existing scope of conflict management and resolution theories by examining emerging theories on the identity, power and structural dimensions of adversarial

relationships. The volume is designed to enhance our understanding of effective response strategies to conflict in multiple social settings as well as violent struggles, and utilizes numerous case studies, both past and current. These include the Iranian and North Korean nuclear weapons programmes, the war in Lebanon, the Arab-Israeli conflict, civil wars in Africa, and ethnic conflicts in Europe and Asia. This book will be essential reading for all students of conflict management and resolution, mediation, peacekeeping, peace and conflict studies and International Relations in general. Ho-Won Jeong is Professor of Conflict Analysis and Resolution, George Mason University, USA. He has published nine books in the field of international relations, peace and conflict studies. He is also a senior editor of the International Journal of Peace Studies.

"An excellent workbook-like guide" to the nuts and bolts of professional conflict and the strategies you need to make conflict work for you (Booklist, starred review). Every workplace is a minefield of conflict, and all office tension is shaped by power. Making Conflict Work teaches you to identify the nature of a conflict, determine your power position relative to anyone opposing you, and use the best strategy for achieving your goals. These strategies are equally effective for executives, managers and their direct reports, consultants, and attorneys—anyone who has ever had a disagreement with someone in their organization. Packed with helpful self-assessment exercises and action plans, this book gives you the tools you need to achieve greater satisfaction and success. "A genuine winner." —Robert B. Cialdini, author of Influence "This book is a necessity . . . Read it." —Leymah Gbowee, 2011 Nobel Peace Prize laureate and Liberian peace activist "Innovative and practical." —Lawrence Susskind, Program on Negotiation cofounder "Navigating conflict effectively is an essential component of leadership. Making Conflict Work illustrates when to compromise and when to continue driving forward." —Hon. David N. Dinkins, 106th mayor of the City of New York "An excellent workbook-like guide." —Booklist, starred review Since the end of the Cold War, conflict prevention and resolution, peacekeeping and peacebuilding have risen to the top of the international agenda. The third edition of this hugely popular text explains the key concepts, charts the development of the field, evaluates successes and failures,

and assesses the main current challenges and debates in the second decade of the twenty-first century. Existing material has been thoroughly updated and seven new chapters added, on conflict resolution in a changing international order; environmental conflict resolution; conflict resolution in the arts and popular culture; conflict resolution, the media and the communications revolution; managing radical disagreement in intractable conflict; theories and critiques of the field; and upcoming challenges and tasks for the next generation. The authors argue that a new form of cosmopolitan conflict resolution is emerging, which offers a hopeful means for human societies to handle their conflicts non-violently and eventually to transcend and celebrate their differences. Part I offers a comprehensive survey of the theory and practice of conflict resolution. Part II sets the field within the context of rapid global change and addresses the controversies that have surrounded conflict resolution as it has entered the mainstream. Contemporary Conflict Resolution is essential reading for students of peace and security studies, conflict management and international politics, as well as for those working in non-governmental organizations and think-tanks.

Models of Conflict Resolution

Game Theory as a Theory of Conflict Resolution

Conflict Management and Resolution

From Escalation to Resolution

An Introduction to Third Party Intervention

Narrative Mediation

Successful management depends on the ability to quickly and effectively manage conflict. Conflict Resolution includes hands-on information for effectively communicating with employees, disciplining and even terminating employees, understanding and using organizational politics, and more.

The SAGE Handbook of Conflict Resolution demonstrates the range of themes that constitute modern conflict resolution. It brings out its key issues, methods and dilemmas through original contributions by leading scholars in a dynamic and expanding field of inquiry. This handbook is exactly what it sets out to be: an indispensable tool for teaching research and practice in conflict resolution? - Peter Wallensteen, Professor of Peace and Conflict Research, Uppsala University and University of Notre Dame ?Bercovitch, Kremenyuk and Zartman are among the most important figures in the conflict resolution field. They have pieced together, with the help of more than 35 colleagues from numerous countries, a state-of-the-art review of the sources of international conflict, available methods of conflict management, and the most difficult challenges facing the individual and organizations trying to guide us through these conflict-ridden times. The collection is brimming with penetrating insights, trenchant analyses, compelling cases, and disciplined

speculation. They help us understand both the promise of as well as the obstacles to building in the new field of conflict resolution? - Lawrence Susskind, Professor and Director of the MIT - Harvard Public Disputes Program ?The last three sentences of persuasive book: "We conclude this volume more than ever convinced that conflict resolution is not just possible or desirable in the current international environment. It is absolutely necessary. Resolving conflicts and making peace is no longer an option; it is an intellectual and practical skill that we must all possess." If you are part of that "we," intellectually or professionally, you will find this book a superb companion? - Thomas Schelling, Professor Emeritus, Harvard University and University of Maryland Conflict resolution is one of the fastest-growing academic fields in the world today. Although a relatively young discipline, having emerged as a specialized field in the 1950's, it has rapidly grown into a self-contained, vibrant, interdisciplinary field. The SAGE Handbook of Conflict Resolution brings together all the conceptual, methodological and substantive elements of conflict resolution into one volume of over 35 specially commissioned chapters. The Handbook is designed to reflect where the field is today by drawing on the contributions of experts from different fields presenting, in a systematic way, the most recent research and practice. Jacob Bercovitch is Professor of International Relations and Fellow of the Royal Society, at the University of Canterbury in Christchurch, New Zealand. Victor Kremenyuk is deputy director of the Institute for USA and Canada Studies, Russian Academy of Sciences, Moscow. He is also a research associate at IIASA. William Zartman is Jacob Blaustein Professor of Conflict Resolution and International Organization at the Nitze School of Advanced International Studies of Johns Hopkins University

Make workplace conflict resolution a game that EVERYBODY wins! Recent studies show that typical managers devote more than a quarter of their time to resolving coworkers' disputes. The Big Book of Conflict-Resolution Games offers a wealth of activities and exercises for groups of any size that let you manage your business (instead of managing personalities). Part of the acclaimed, bestselling Big Books series, this guide offers step-by-step directions and customizable tools that empower you to heal rifts arising from ineffective communication, cultural/personality clashes, and other specific problem areas—before they affect your organization's bottom line. Let The Big Book of Conflict-Resolution Games help you to: Build trust Foster morale Improve processes Overcome diversity issues And more Dozens of physical and verbal activities help create a safe environment for teams to explore several common forms of conflict—and their resolution. Inexpensive, easy-to-implement, and proved effective at Fortune 500 corporations and mom-and-pop businesses alike, the exercises in The Big Book of Conflict-Resolution Games delivers everything you need to make your workplace more efficient, effective, and engaged.

Broadly defining "conflict resolution", James A. Schellenberg gives systematic coverage to five main ways people may try to resolve their conflicts: coercion, negotiation, adjudication, mediation, and arbitration. The main theories of conflict, both classic and contemporary, are reviewed under four main categories: individual characteristics theories, social process theories, social structural theories, and formal theories. Re-Centering Culture and Knowledge in Conflict Resolution Practice
The SAGE Handbook of Conflict Resolution
Theory and Practice

Introduction to Conflict Resolution

Governance, Conflict Analysis and Conflict Resolution

The Conflict Resolution Toolbox

The end of the Cold War has changed the shape of organized violence in the world and the ways in which governments and others try to set its limits. Even the concept of international conflict is broadening to include ethnic conflicts and other kinds of violence within national borders that may affect international peace and security. What is not yet clear is whether or how these changes alter the way actors on the world scene should deal with conflict: Do the old methods still work? Are there new tools that could work better? How do old and new methods relate to each other?

International Conflict Resolution After the Cold War critically examines evidence on the effectiveness of a dozen approaches to managing or resolving conflict in the world to develop insights for conflict resolution practitioners. It considers recent applications of familiar conflict management strategies, such as the use of threats of force, economic sanctions, and negotiation. It presents the first systematic assessments of the usefulness of some less familiar approaches to conflict resolution, including truth commissions, "engineered" electoral systems, autonomy arrangements, and regional organizations. It also opens up analysis of emerging issues, such as the dilemmas facing humanitarian organizations in complex emergencies. This book offers numerous practical insights and raises key questions for research on conflict resolution in a transforming world system.

An essential, comprehensive resource, this first and only dictionary for the field of conflict resolution defines 1,400 terms, helps to standardized the language of conflict resolution, and provides an intelligent forum for debate.

SUMMARY: Provides an overview of the major principles and basic skills for building quality relationships and resolving conflict.

This second edition of the award-winning The SAGE Handbook of Conflict Communication emphasizes constructive conflict management from a communication perspective, identifying the message as the focus of conflict research and practice. Editors John G. Oetzel and Stella Ting-Toomey, along with expert researchers in the discipline, have assembled in one resource the knowledge base of the field of conflict communication; identified the best theories, ideas, and practices of conflict communication; and provided the opportunity for scholars and practitioners to link theoretical frameworks and application tools.

Encyclopedia of Conflict Resolution

Contemporary Conflict Resolution

Resolving Conflicts Peacefully and Powerfully

Constructive and Destructive Processes

Negotiating Agreement Without Giving in Dialogue, Conflict Resolution, and Change

In real-life conflict resolution situations, one size does not fit all. Just as a mechanic does not fix every car with the same tool, the conflict resolution practitioner cannot hope to resolve every dispute using the same technique. Practitioners need to be comfortable with a wide variety of tools to diagnose different problems, in vastly different circumstances, with different people, and resolve these conflicts effectively. The Conflict Resolution Toolbox gives you all the tools you need: eight different models for dealing with the many conflict situations you encounter in your practice. This book bridges the gap between theory and practice and goes beyond just one single model to present a complete toolbox - a range of models that can be used to analyze, diagnose, and resolve conflict in any situation. It shows mediators, negotiators, managers, and anyone needing to resolve conflict how to simply and effectively understand and assess the situations of conflict they face. And it goes a step further, offering specific, practical guidance on how to intervene to resolve the conflict successfully. Each model provides a different and potentially useful angle on the problem, and includes worksheets and a step-by-step process to guide the reader in applying the tools. Offers eight models to help you understand the root causes of any conflict. Explains each model's focus, what kind of situations it can be useful in and, most importantly, what interventions are likely to help. Provides you with clear direction on what specific actions to choose to resolve a particular type of conflict effectively. Features a detailed case study throughout the book, to which each model is applied. Additional examples and case studies unique to each chapter give the reader a further chance to see the models in action. Includes practical tools and worksheets that you can use in working with these models in your practice. The Conflict Resolution Toolbox equips any practitioner to resolve a wide range of conflicts. Mediators, negotiators, lawyers, managers and supervisors, insurance adjusters, social workers, human resource and labour relations specialists, and others will have all the tools they need for successful conflict resolution.

The Prevention, Management and Transformation of Deadly Conflicts

Understanding Conflict Resolution

The Essential Guide to Workplace Mediation & Conflict Resolution