

# RESOLVE CONFLICT: EVERYONE CAN WIN

## **Collected Bibliography:**

*aligned with  
general and specific  
conflict resolution skills  
updated 2020*



## Bibliography

Aligned to all topics in the 12 skills approach

**Everyone can win:** *Responding to conflict constructively* by Helena Cornelius and Shoshana Faire with Estella Cornelius. *Conflict Resolution Network*

**Conflict Resolution Trainers' Manual** by Fiona Hollier, Kerrie Murray and Helena Cornelius. *Conflict Resolution Network*

**Crucial Conversations:** *Tools for Talking When Stakes Are High* by Kerry Patterson, Joseph Grenny, Ron McMillan and Al Switzler

**Difficult Conversations:** *How to Discuss What Matters Most* by Douglas Stone, Bruce Patton and Sheila Heen

*Certain chapters in the following references relate closely to the skill under which they are listed.*

### Skill 1: Win-win approach

**Emotional Intelligence:** *Why It Can Matter More Than IQ* by Daniel Goleman

**The Argument Culture:** *Moving from Debate to Dialogue* by Deborah Tannen Ph.D.

**Conversational Intelligence:** *How Great Leaders Build Trust and Get Extraordinary Results* by Judith E. Glaser

**Zen in the Martial Arts** by Joe Hyams

### Skill 2: Creative response

**Ki in Daily Life** by Koichi Tohei

**Learned Optimism:** *How to Change Your Mind and Your Life* by Martin E. P. Seligman

**Mindset:** *Changing The Way You think to Fulfil Your Potential* by Carol Dweck

**The Magic of Conflict:** *Turning a Life of Work into a Work of Art* by Thomas Crum

**What You Can Change and What You Can't:** *The Complete Guide to Successful Self-Improvement* by Martin P. Seligman, Ph.D.



## Bibliography

### Skill 3: Empathy

**Beyond Yes** by Peter Fritz, Alan Parker, Sherry Stumm

**Crystal Clear Communication: Skills for Understanding and Being U** by Kris Cole

**Difficult Conversations: How to Discuss What Matters Most** by Douglas Stone, Bruce Patton, et al.

**Focusing** by Eugene T. Gendlin

**People Skills: How to Assert Yourself, Listen to Others, and Resolve Conflicts** by Robert Bolton

**Positive Personality Profiles: D-I-S-C-over Personality Insights to Understand Yourself and Others!** By Robert A Rohm Ph.

**The Gentle Revolution: what goes wrong and how to fix it** by Helena Cornelius. *Conflict Resolution Network*: [Link to Summary](#)

**The Skilled Helper: A Problem-Management and Opportunity-Development Approach to Helping** by Gerard Egan and Robert J. Reese

**The Third Space: Using life's little transitions to find balance and happiness** by Adam Fraser

**The Trusted Advisor** by David H. Maister, Charles H. Green and Robert Galford

**Why People Don't Listen: Solving the communication problem** by Hugh Mackay

#### Websites

[Intégro Learning Company](#) (for trainers in Disc Personality Assessments)

[Essential Partners](#) (for dialoguing with large groups)

[Conflict Resolution Network](#) (skills in resolving conflict)

### Skill 4: Appropriate assertiveness

**Crucial Conversations: Tools for talking when the stakes are high** by Kerry Patterson, Joseph Grenny, Rod MacMillan, Al Switzler

**Dare to Lead: Brave Work. Tough Conversations. Whole hearts** by Brené Brown

**Failure to Communicate: How conversations go wrong and what you can do to right them** by Holly Weeks

**Hostage at the Table: How leaders can overcome conflict, influence others, and raise performance** by George Kohlrieser

**Radical Candor: How to get what you want by saying what you mean** by Kim Scott

#### Websites

[Brené Brown](#) (Dare to lead hub)



## Bibliography

### Skill 5: Co-operative power

**How to Stubbornly Refuse to Make Yourself Miserable About Anything--Yes, Anything!** By Albert Ellis

**Influencing with Integrity:** *Management skills for communication and negotiation* by Genie Z. Laborde

**It's All Your Fault! 12 Tips for Managing People Who Blame Others for Everything** by Bill Eddy

**Primal Leadership:** Realising the power of emotional intelligence by Daniel Goleman, Richard Boyatzis and Annie McKee.

**Resonant Leadership:** *Renewing Yourself and Connecting with Others Through Mindfulness, Hope and Compassion* by Richard Boyatzis and Annie McKee

**The Coaching Habit:** *Say Less, Ask More & Change the Way You Lead Forever* by Michael Bungay Stanier

**The Fifth Discipline:** *The Art & Practice of The Learning Organization* by Peter M Senge

#### YouTube

[Your body language may shape who you are](#) Amy Cuddy TED Talk

### Skill 6: Managing emotions

**Beyond Reason:** *Using Emotions as You Negotiate* by Roger Fisher and Daniel Shapiro

**Focusing:** *How You Gain Direct Access to Your Body's Knowledge* by Eugene Gendlin

**Emotional Intelligence:** *Why it can matter more than IQ* by Daniel Goleman

**Sane New World:** *Taming the Mind* by Rugh Wax

**The Places That Scare You:** *A Guide to Fearlessness in Difficult Times* by Pema Chödrön

**The Relationship Cure:** *A 5 Step Guide to Strengthening Your Marriage, Family, and Friendships* by John M Gottman

**The Wisdom of No Escape:** *How to love yourself and your world* by Pema Chödrön

**When Things Fall Apart:** *Heart Advice for Difficult Times* by Pema Chödrön



## Bibliography

### Skill 7: Willingness to resolve

**Conflict Management Coaching: *The Cinergy™ Model*** by Cinnie Noble

**Everyone can win: *Responding to conflict constructively*** by Helena Cornelius and Shoshana Faire

**Forgiveness and other acts of love: *Finding true value in your life*** by Stephanie Dowrick

**Making friends: *A guide to getting along with people*** by Andrew Matthews

**What makes us tick: *Making sense of who we are the desires that drive us*** by Hugh Mackay

#### Books on Carl Gustav Jung

**Carl Jung: *Wounded Healer of the Soul*** by Claire Dunne

**Jung and the Human Psyche: *An Understandable Introduction*** by Mary Ann Mattoon

**Owning Your Own Shadow: *Understanding the Dark Side of the Psyche*** by Robert A. Johnson

### Skill 8: Mapping

**Everyone can win: *Responding to conflict constructively*** by Helena Cornelius and Shoshana Faire

#### For professionals

**CR Trainers' Manual** by Fiona Hollier, Kerrie Murray and Helena Cornelius. Lesson plan on Mapping the conflict (free .pdf download)

**Dealing with an Angry Public: *The Mutual Gains Approach to Resolving Disputes*** by Patrick Field and Lawrence Susskind

**Managing Public Disputes: *A Practical Guide for Professionals in Government, Business and Citizen's Groups*** by Susan L. Carpenter and W. J. D. Kennedy

**The Conflict Paradox: *Seven Dilemmas at the Core of Disputes*** by Bernard S. Mayer

### Skill 9: Designing options

**Beyond Neutrality: *Confronting the Crisis in Conflict Resolution*** by Bernard S. Mayer

**Getting to Yes: *Negotiating Agreement Without Giving In*** by Roger Fisher, William Ury and Bruce Patton

**Lateral Thinking: *Creativity Step by Step*** by Edward De Bono

**Six Thinking Hats** by Edward de Bono

**Staying With Conflict: *A Strategic Approach to Ongoing Disputes*** by Bernard S. Mayer



## Bibliography

### Skill 10: Negotiation

**Beyond Neutrality:** *Confronting the Crisis in Conflict Resolution* by Bernard S. Mayer

**Conflict Management:** *A Practical Guide* by Peter Condliffe

**Getting Past No:** *Negotiating in Difficult Situations* by William Ury

**Getting Ready to Negotiate:** *The Getting to Yes Workbook* by Roger Fisher, Danny Ertal

**Getting to Yes:** *Negotiating Agreement Without Giving In* by Roger Fisher, William Ury, Bruce Patton

**Influence Without Authority** by Allan R. Cohen and David L. Bradford

**Staying with Conflict:** *A Strategic Approach to Ongoing Disputes* by Bernard S. Mayer

**Winning from Within** by Erica Ariel Fox

### Skill 11: Introduction to mediation

**A Sudden Outbreak of Common Sense:** *Managing Conflict Through Mediation* by Andrew Floyer Acland

**Bringing Peace into the Room:** *How the Personal Qualities of the Mediator Impact the Process of Conflict Resolution* by Daniel Bowling and David Hoffman

**Conflict Management:** *A Practical Guide* by Peter Condliffe

**The Mediation Process:** *Practical Strategies for Resolving Conflict* by Christopher W. Moore

**The Mediator's Handbook:** *Revised & Expanded fourth edition* by Dr. Jennifer E. Beer PhD, Caroline C. Packard JD, et al.

**The Mediator's Handbook, 3rd Edition** by Ruth Charlton and Micheline Dewdney

**The Promise of Mediation:** *The Transformative Approach to Conflict* by Robert A. Baruch Bush and Joseph P. Folger

### Peer Mediation & CR training for young people

**The Conscious Parent:** *Transforming Ourselves, Empowering Our Children* by Dr. Shefali Tsabary

**How to Do Restorative Peer Mediation in Your School:** *A Quick Start Kit* by Christie-Lee and Thorsborne Bill and Hansberry Hansberry

**Peer Mediation in Primary Schools** by Jerry Tyrell

**Peer mediation in the UK:** *a guide for schools* by William Baginsky

**Untangled:** *Guiding Teenage Girls Through the Seven Transitions into Adulthood* by Lisa Damour Ph.D.

**We Can Work It Out:** *Conflict resolution for young people* by Clare Heaton and Maureen Lynch. Targets age groups 10-15 and includes activities on how to deal with cyberbullying. Based on Conflict Resolution Network's 12 skills approach. Publication expected 2021. See [www.crnhq.org](http://www.crnhq.org)



## Bibliography

Responding to bullying – websites

**Bullying. No way!** Australian government website with resources for creating safe and supportive learning environments.

**Don't Rely on Peer Mediation to Resolve Bullying in Schools** : article by Charity Burke

**Parenting Practices, Children's Peer Relationships and Being Bullied at School** by Karyn L. Healy

**StopBullying.gov** : an official website of the US Government.

## Skill 12: Broadening perspectives

**Dealing with an Angry Public: *The Mutual Gains Approach To Resolving Disputes*** by Patrick Field and Lawrence Susskind

**Everyone can win:** *Responding to Conflict Constructively* by Helena Cornelius and Shoshana Faire.

**Elon Musk:** *How the Billionaire CEO of SpaceX and Tesla is Shaping our Future* by Ashlee Vance

**Long walk to Freedom:** *The Autobiography of Nelson Mandela* by Danny Glover, Nelson Mandela, et al.

**Managing Public Disputes: *A Practical Guide for Professionals in Government, Business and Citizen's Groups*** by Susan L. Carpenter and W. J. D. Kennedy

**#MeToo and the Politics of Social Change** edited by Bianca Fileborne and Rachel Loney-Howes

**Leadership Without Easy Answers** by Ronald A. Heifetz

**Theory U:** *Leading from the Future as It Emerges* by Otto Scharmer

**Thrive:** *The Third Metric to Redefining Success and Creating a Life of Well-Being, Wisdom, and Wonder* by Arianna Huffington

**Leadership Without Easy Answers** by Ronald A. Heifetz

**Theory U:** *Leading from the Future as It Emerges* by Otto Scharmer

**Why Societies Need Dissent (*Oliver Wendell Holmes Lectures*)** by Cass R. Sunstein

## Websites

**Renew Economy:** Clean Energy News and Analysis

