RESOLVE CONFLICT:
EVERYONE CAN WIN

Collected Bibliography:
aligned with
general conflict resolution skills,
specific skills and
references in podcast series
(updated March 2024)
Collected 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.
Collected 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)
Collected 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 Rugy Wax


*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
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
Collected bibliography

Skill 10: Negotiation

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

**Beyond Winning:** *Negotiating to Create Value in Deals and Disputes* by Robert H. Mnookin, Scott R. Peppe, Andrew S. Tulumello

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

**Cross-Cultural Management:** *Essential Concepts* by David C Thomas, Mark F. Peterson, Chapter 6

**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

**Narrative Mediation:** A New Approach to Conflict Resolution by John Winslade and Gerald Monk

**Mediation:** Principles, Process, Practice by Laurence Boulle

**Power vs Force:** The Hidden Determinants of Human Behaviour by David R. Hawkins M.D. Ph.D.

**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
Collected bibliography

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. See www.crnhq.org.

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.

A Comprehensive Cyberbullying Guide for Parents by John Bennet

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


#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
Collected bibliography

Websites

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