



OMBUDS OFFICE

Harvard Medical School • Harvard Dental School • Harvard T.H. Chan School of Public Health

CONFLICT MANAGEMENT: RECOMMENDED READINGS

People Skills: How to Assert Yourself, Listen to Others, and Resolve Conflicts

R. Bolton; Simon & Schuster, Inc. (1979)

Conflict Management: A Communications Skills Approach (2nd Edition)

D. Borisoff and D. Victor; Pearson (1997)

The Promise of Mediation: Responding to Conflict Through Empowerment and Recognition

R. Baruch Bush and J. Folger; Jossey-Bass (2005) www.josseybass.com

Interactive Conflict Resolution (Syracuse Studies on Peace and Conflict Resolution)

R. Fisher; Syracuse University Press (1997)

Getting to Yes: Negotiating Agreement Without Giving In (3rd Edition)

R. Fisher, W. Ury, and B. Patton; Penguin Books (2011)

The Keys to Conflict Resolution: Proven Methods for Resolving Disputes Voluntarily

T. Kheel and W. Lurie (Introduction); Four Walls Eight Windows (2001)

Constructive Conflicts: From Escalation to Resolution (5th Edition)

L. Kriesberg and B. Dayton; Rowman & Littlefield (2016) <https://rowman.com>

The Mediation Process: Practical Strategies for Resolving Conflict (4th Edition)

C. Moore; Jossey-Bass (2014) www.josseybass.com

Controlling the Costs of Conflict: How to Design a System for Your Organization

K. Slaikeu and R. Hasson; Jossey-Bass (1998) www.josseybass.com

When Push Comes to Shove: A Practical Guide to Mediating Disputes

K. Slaikeu; Jossey-Bass (1996) www.josseybass.com

Difficult Conversations: How to Discuss What Matters Most (10th Anniversary Edition)

D. Stone, B. Patton, and S. Heen (with foreword by: R. Fisher); Penguin Books (2010)

The Eight Essential Steps to Conflict Resolution: Preserving Relationships at Work, at Home, and in the Community

D. Weeks; Tarcher Perigee (1994)