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

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)

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)


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

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

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

The Eight Essential Steps to Conflict Resolution: Preserving Relationships at Work, at Home, and in the Community
D. Weeks; Tarcher Perigee (1994)