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## Bibliographic Resources on Conflict Resolution

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Compiled by Jay Rothman

### *Narrative Mediation : A New Approach to Conflict Resolution*

by John Winslade — Gerald Monk Hardcover, 2000, 256 pages

Past approaches to conflict resolution have emphasized interest-based problem solving. Narrative mediation is entirely different in its character and basic assumptions from these approaches. Rather than subscribing to the belief that what gets people into conflicts is that they want something which is an expression of the inner needs or interest, narrative mediation starts from the idea that everyone has their own "story", which positions people in different places that inevitably produce different agendas and therefore conflicts.

By understanding the "position" and "context" of each individual's story, or point-of-view, the narrative mediator can bring forth overlapping descriptions of the dispute to create space for a new, shared perception of the ultimate "story". Using language, a sense of the changing nature of identity, and a sensitivity toward the shifting hierarchies of power among the disputants and the mediator, this new technique is less bruising and grueling than either problem-solving mediation or litigation, especially with longstanding conflicts. It is built on stories of understanding, respect and collaboration. It invites each party to achieve meaning for themselves around these stories before they are asked to address the matters that separate them. It is a new technique of enormous utility for resolving conflicts with couples, families, and organizations.

### *Resolving Identity-Based Conflict in Nations, Organizations, and Communities*

by Jay Rothman — Jossey-Bass Conflict Resolution Series

Shows how to harness the creative and transformational power of conflict in our organizations, neighborhoods, and nations. Traces the ARIA journey through Antagonism, Resonance, Invention, and Action in a variety of environments. Rothman maps out directions to more peaceful nations, organizations and communities. The book includes extensive bibliographic notes and forges connections across disciplines. It offers the "best of the best" thinking, step by step guides to practical application and approaches for a variety of situations. Rothman invites readers to explore the many signs, directions and paths of conflict. He writes "Conflict begs to be viewed not merely as a problem waiting to be solved but an opportunity for growth, cooperation and development waiting to be fulfilled."

### *Beyond Blame : A New Way of Resolving Conflicts in Relationships*

by Jeffrey A. Kottler — Paperback - (May 1996)

While it might feel natural to blame others for our conflicts, this strategy usually makes things worse. Beyond Blame focuses on the only party in a conflict we have any control over--ourselves--and teaches us how to react differently to the situation.

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

by Robert A. Baruch Bush, Joseph P. Folger (Contributor), Robert A. Baruch Bush —  
The Jossey-Bass Conflict Resolution Series

This book explores the transformative potential of mediation, showing what that potential is, why it is important, and how it can be realized in practice. While presenting an alternative vision of conflict--one that values both personal strength and compassion for others--the authors offer a practical, case-illustrated approach to transformative mediation.

## *The Dynamics of Conflict Resolution: A Practitioner's Guide*

by Bernard S. Mayer

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. Conflict resolution is a creative, interactive, and fluid process that requires more than a core of knowledge and a set of tools. To be done successfully, it demands of the conflict resolver a constant internal focus and an evolving awareness of the shifts occurring between the parties being helped. This important guide is the first to illuminate the deep thinking processes behind the professional practices of successful conflict resolvers.

Written by an internationally recognized trainer and innovative leader in mediation and conflict resolution, this original guide presents practitioners with ways of thinking that can lead others to reconciliation, empowerment, personal change, healing, growth, and social justice. The author offers vivid examples from interpersonal, community, organizational, labor management, environmental, public policy, and international disputes, giving readers not only powerful concepts but anchoring stories that will enable them to become more effective negotiators, facilitators, and mediators.

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