

Conflict Resolution Stories

Like a good story, successful design is a series of engaging moments structured over time. The User's Journey will show you how, when, and why to use narrative structure, technique, and principles to ideate, craft, and test a cohesive vision for an engaging outcome. See how a "story first" approach can transform your product, feature, landing page, flow, campaign, content, or product strategy.

An incident at school forces sixth grader Phil Morelli, a white boy, to become aware of racial discrimination and segregation, and to seriously consider if he himself is prejudiced.

We naturally create stories to help us making meaning of our world, but in conflict situations the kinds of stories we typically tell ourselves can actually make it harder for us to manage and resolve the conflict constructively. This book provides an accessible framework for understanding why people tell their conflict stories the way they do, and how to help them move away from conflict stories that prevent them from understanding and responding to conflict in an effective way. Presented using highly engaging and accessible cases, the book is designed to help people working with others in conflict to fully support them by understanding which areas of the conflict story to focus their attention on, and using practical techniques to support people to rewrite their story into a more constructive one to better manage the situation. The book also provides practical strategies to help people who are themselves in a conflict scenario to rewrite and enact a version of their conflict story that helps them to more constructively manage, and often resolve, their situation. A conflict management coaching system is introduced that is designed to address the particular problems created by dysfunctional conflict stories. This is a book specifically for those who work with people in conflict (mediators, conflict coaches, managers, lawyers, HR staff, teachers) and also for anyone who wishes to better understand their own experience of conflict.

All you need to understand the dynamics of conflict -- and the joy of resolution

Learn how personal and organizational conflicts can be resolved by listening closely to the 'stories' people tell when they are in conflict, understanding why people tell their stories in the ways they do, and creating a third story that brings them together. This visionary book is written by Kenneth Cloke and Joan Goldsmith, two renowned mediators, who have used the narrative structure method successfully in their own mediation practice to move people in conflict from stubbornness, hostility, and fear to openness, collaboration, and forgiveness. Focusing on the transformative power of stories, *Resolving Personal and Organizational Conflict* includes an array of case studies from the authors' first-hand experience with thousands of clients. These case studies include the perspectives of all the parties in the conflict and cover a wide range of conflicts and disputes.

A History of Alternative Dispute Resolution offers a comprehensive review of the various types of peaceful practices for resolving conflicts. Written by Jerome Barrett—a longtime practitioner, innovator, and leading historian in the field of ADR—and his son Joseph Barrett, this volume traces the evolution of the ADR process and offers an overview of the precursors to ADR, including negotiation, arbitration, and mediation. The authors explore the colorful beginnings of ADR using illustrative examples from prehistoric Shaman through the European Law Merchant. In addition, the book offers the historical context for the use of ADR in the arenas of diplomacy and business.

The seventeen key principles for transforming conflict—in a beautiful package from the creator of *The 48 Laws of Power* From Joost Elffers, the packaging genius behind the huge New York Times bestsellers *The 48 Laws of Power*, *The 33 Strategies of War*, and *The Art of Seduction*, comes this invaluable manual that teaches seventeen fundamentals for turning any conflict into an opportunity for growth. Beautifully packaged in a graphic, two-color format, *Changing the Conversation* is written by conflict expert Dana Caspersen and is filled with real-life examples, spot-on advice, and easy-to-grasp exercises that demonstrate transformative ways to break out of destructive patterns, to create useful dialogue in difficult situations, and to find long-lasting solutions for conflicts. Sure to claim its place next to *Getting to Yes*, this guide will be a go-to resource for resolving conflicts.

Meet Max - the mighty kitten and New York Times bestseller. When Max meets Bird, Max thinks he'd like to be friends with Bird. He would also like to chase Bird and maybe eat him as a tasty snack. But that's not what friendship is all about . . . Is it?

This book includes the diverse personal histories of some of the founders, institutionalizers, and leaders of change in the field of conflict resolution. The authors of the essays in this book play a variety of roles: mediator, facilitator, arbitrator, ombuds, academic, system designer, entrepreneur, leaders of public and private conflict resolution organizations, researcher, advocate for conflict resolution and critic of conflict resolution. The narratives of the contributors provide a way to understand the conflict resolution field and its principles.

Includes statistics.

Here is a true story of how the great nations of America and England almost went to war in 1859 over a pig—but learned to share instead. In 1859, the British and Americans coexist on the small island of San Juan, located off the coast of the Pacific Northwest. They are on fairly good terms—until one fateful morning when an innocent hog owned by a British man has the misfortune to eat some potatoes on an American farmer's land. In a moment of rash anger, Lyman Cutlar shoots Charles Griffin's pig, inadvertently almost bringing the two nations to war. Tensions flare, armies gather, cannons are rolled out . . . all because of a pig! Emma Bland Smith's humorous text and Alison Jay's folksy illustrations combine in this whimsical nonfiction picture book that models the principles of peaceful conflict resolution.

This book introduces Root Narrative Theory, a new approach for narrative analysis, decoding moral politics, and for building respect and understanding in conditions of radical disagreement. This theory of moral politics bridges emotion and reason, and, rather than relying on what people say, it helps both the analyst and the practitioner to focus on what people mean in a language that parties to the conflict understand. Based on a simple idea—the legacy effects of abuses of power—the book argues that conflicts only endure and escalate where there is a clash of interpretations about the history of institutional power. Providing theoretically complex but easy-to-use tools, this book offers a completely new way to think about storytelling, the effects of abusive power on interpretation, the relationship between power and conceptions of justice, and the origins and substance of ultimate values. By locating the source of radical disagreement in story structures and political history rather than in biological or cognitive systems, Root Narrative Theory bridges the divides between reason and emotion, realism and idealism, without losing sight of the inescapable human element at work in the world's most devastating conflicts. This book will be of much interest to students of conflict resolution, peace studies and International Relations, as well as to practitioners of conflict resolution.

Conflict is going to be a part of your life—as long as you have relationships, a job, or dry cleaning to be picked up. Bracing yourself against it won't make it go away, but if you approach it consciously, you can navigate it in way that not only honors everyone involved but makes it a source of deep insight as well. Seasoned mediator Diane Hamilton provides the skill set you need to engage conflict with wisdom and compassion, and even—sometimes—to be grateful for it. She teaches us how to:

- Cultivate the mirror-like quality of attention as your base
- Identify three personal conflict styles and determine which ones you fall into
- Recognize the three fundamental perspectives in any conflict

situation and learn to inhabit each of them • Turn conflicts in families, at work, and in every kind of interpersonal situation into win-win situations Her unique approach unites Zen wisdom and Integral Spirituality with her own story and her experiences as a professional mediator in a way that shows you how to look at conflict in a new way: as an essentially spiritual practice.

Here is a completely updated edition of the best-selling *Resolving Conflicts at Work*. This definitive and comprehensive work provides a handy guide for resolving conflicts, miscommunications, and misunderstandings at work and outlines the authors' eight strategies that show how the inevitable disputes and divisions in the workplace actually provide an opportunity for greater creativity, productivity, enhanced morale, and personal growth. This new edition includes current case studies that put the focus on leadership, management, and how organizations can design systems to change a culture of avoidance into a culture of creative conflict. The result is a more practical book for today's companies and the people who work in them.

Noting that many teachers and parents are baffled by the repetitiveness of young children's conflict and by their own reaction to it, this book describes how adults can help children find alternatives to hurtful words and fighting by settling differences through a six-step mediation process based on several basic adult-child interaction strategies: listening actively, acknowledging feelings and ideas, and encouraging decision making. This process is explained through stories of actual conflict experiences in which adults and children resolve disputes successfully. Chapters 1 through 4 provide an overview of and a rationale for the problem-solving approach. The six steps to the approach are: (1) approach calmly, stopping any hurtful actions; (2) acknowledge children's feelings; (3) gather information; (4) restate the problem; (5) ask for ideas for solutions and choose one together; and (6) be prepared to give follow-up support. Chapter 5 describes the growth of two young problem solvers during their preschool years. Chapter 6 discusses a small-group discussion process that adults can use at non-conflict times to encourage children to talk over chronic problems. Chapter 7 discusses prevention strategies for reducing the frequency of classroom conflicts. Chapter 8 details the strategies of peer mediation in elementary schools and describes a school-wide mediation structure and group-discussion curriculum. Appended are sample letters and handouts for parents to ease the transition between school and home. (Contains 57 references.) (KB)

What do the gospels contribute to our understanding of nonviolent versus violent means of conflict resolution? Many biblical scholars contend that the gospels have little to say on this subject. Others seek answers in ethical principles found in Jesus's teachings, which may or may not be interpreted as accepting or rejecting violence. In *Nonviolent Story* Robert Beck proposes a new way of reading the Gospel of Mark, one that points to a challenging message of nonviolent resistance as reflected in the story of Jesus's life and ministry. According to narrative analysis, the message of the Gospel is found in the structure of the story itself. Beck contends that the narrative form of Mark's gospel portrays Jesus as a protagonist who does not avoid conflict, but enters into it without himself resorting to violence. He thus serves as a model of the nonviolent resistance that inspired Gandhi and Martin Luther King, Jr. By using literary analysis to explore Mark's gospel, Beck opens up a counter-story that challenges the prevailing American cultural myth of constructive violence. Beck uses the Western tales of Louis L'Amour as the narrative essence of this pop mythology--and the total opposite of the story told by Mark.

A foolish knight is certain that his side of the wall is the safe side in this clever, amusingly meta picture book by the acclaimed creator of *It's Only Stanley*. There's a wall in the middle of the book, and our hero--a young knight--is sure that the wall protects his side of the book from the dangers of the other side--like an angry tiger and giant rhino, and worst of all, an ogre who would gobble him up in a second! But our knight doesn't seem to notice the crocodile and growing sea of water that are emerging on his side. When he's almost over his head and calling for help, who will come to his rescue? An individual who isn't as dangerous as the knight thought--from a side of the book that might just have some positive things to offer after all!

"An excellent workbook-like guide" to the nuts and bolts of professional conflict and the strategies you need to make conflict work for you (Booklist, starred review). Every workplace is a minefield of conflict, and all office tension is shaped by power. Making *Conflict Work* teaches you to identify the nature of a conflict, determine your power position relative to anyone opposing you, and use the best strategy for achieving your goals. These strategies are equally effective for executives, managers and their direct reports, consultants, and attorneys—anyone who has ever had a disagreement with someone in their organization. Packed with helpful self-assessment exercises and action plans, this book gives you the tools you need to achieve greater satisfaction and success. "A genuine winner." —Robert B. Cialdini, author of *Influence* "This book is a necessity . . . Read it." —Leymah Gbowee, 2011 Nobel Peace Prize laureate and Liberian peace activist "Innovative and practical." —Lawrence Susskind, Program on Negotiation cofounder "Navigating conflict effectively is an essential component of leadership. Making *Conflict Work* illustrates when to compromise and when to continue driving forward." —Hon. David N. Dinkins, 106th mayor of the City of New York "An excellent workbook-like guide." —Booklist, starred review

The delightful *Barnyard Buddies* engage everyone as they show how to solve a problem with caring and empathy. This award-winning, richly illustrated, anger management and conflict resolution guide, provides a Parent, Educator, and Mentor Guide, and music as well. "A must have in children's libraries and homes" (Reader's Favorite). Kids love it.

PRAISE FOR THE CONFLICT RESOLUTION TOOLBOX SECOND EDITION "I have been using and recommending *The Conflict Resolution Toolbox* since its first edition. It is rare to find a resource with such practical tools in a field that is so concrete, but often struggles to bridge theory and practice. In this increasingly complex world, it is vital to have models to resort to when we reach impasse in conflict. I recommend *The Conflict Resolution Toolbox* to anyone engaged in resolving conflicts in any discipline." —Martha E. Simmons, JD, LL.M., PH.D., Academic Director, Winkler Institute of Dispute Resolution and Director, Mediation Clinic and Intensive Program, Toronto, Canada "We all know one thing about conflict: It is messy! Furlong's models offer mediators, facilitators, lawyers, psychotherapists and others 'a leg up' in more swiftly figuring out what is going on and what is needed. Furlong does not offer up a single 'truth', style or theory, so much as a collection of effective tools that professionals, groups and families can use to better understand what they are experiencing and how they can approach achieving better results. Highly recommended!" —James C. Melamed, JD, CEO, Mediate.com "Gary Furlong has done it again! A long-time leader in the conflict resolution field, Gary has added two new 'power tools' to what was already the essential conflict resolution toolkit. His new chapters in this Second Edition deal with 'The Law of Reciprocity' and 'Loss Aversion Bias'. I am proud and thankful to add this book to my already growing conflict resolution bookcase, knowing that this is a volume I will go to again and again. I highly recommend it for anyone in the field." —Rick Weiler, Mediator, Arbitrator, Weiler ADR Inc., Ottawa, Canada "Gary Furlong uniquely provides invaluable, practical tools that help in understanding, preventing, and resolving conflict. This is a must-have reference book for anyone who cares about mitigating the role destructive conflict plays in our professional and personal lives and finding strategic benefit in tools that work. Gary has created a book that is both aspirational and practical. It's so challenging to create simple-to-use tools supported by complex concepts and Gary does this better than anyone." —Joshua A. Gordon, JD, MA, Arbitrator for the Court of Arbitration of Sport, Senior Practitioner at the Sports Conflict Institute, and Woodard Family Foundation Fellow Senior Instructor of Sports Business at the University of Oregon Lundquist College of Business

No one wants to go into a tenuous situation blind and fumbling for words. Rather than shy away from a difficult situation or conversation, *The Conflict Resolution Phrase Book*, is the ideal resource to help anyone prepare for and prevail in these situations. Some situations are unpredictable, and you can't plan for every conversation--but having the right words on hand empowers you to stand up to conflict rather than run from it. The more you practice confronting and even embracing conflict, the stronger that habit will become and the less likely you will feel like fleeing from a difficult situation. *The Conflict Resolution Phrase Book* is a great resource that everyone should have at their fingertips to approach any difficult situation with the assurance that the words will come out right! You will learn: Positive things to say when you're initiating or responding to a difficult conversation. How to find and craft language to start a conversation. The right words for you to positively influence the situation. *The Conflict Resolution Phrase Book* is a natural complement to the authors' previous best-seller, *The Essential Workplace Conflict Handbook*. This book examines the technique of interactive conflict resolution for peacebuilding: impartial third parties--through facilitated dialogue and focused analysis--brings together unofficial representatives of groups or nations engaged in protracted, violent conflict. The author discusses the works of major theorists as they have applied this technique to situations in Israel-Palestine, Northern Ireland, India-Pakistan, and Cyprus, among others. He describes various methods, including intercommunal dialogue, interactive problem solving, third party consultation, and the psychodynamic approach. This book also explores how the technique can be used in conjunction with official diplomacy and other methods of third party negotiations, including mediation and pre-negotiations. the author also addresses the critical areas which threaten the field, such as funding and institutionalization, and pinpoints the major challenges in years ahead--Back cover.

Can a pirate and a prince learn to share? In the fort in the woods, a prince is preparing his castle for a lively feast for the royal kingdom. Unbeknownst to him, a pirate uses the same fort as her ship, planning to venture out to the open seas in search of treasure. But when a treasure map appears on the prince's party invitations, and the pirate finds that her sword has turned into a scepter, they realize there is an intruder in the castle—no, ship! Soon, a battle over the fort between the adversaries ensues, leading to a humorous showdown. When they make amends, their amazing imaginations come up with a new adventure...together. Kids will revel in the spirited and imaginative battle and be thrilled by the turn of events. Dynamic and charismatic illustrations bring this witty tale and its celebration of sharing and teamwork to life.

This book introduces the subject of third party intervention, one of the core subject matters of the fields of conflict resolution and peace studies. It provides a comprehensive introduction to the dimensions, issues, and methods of third party intervention, and approaches the subject from an interdisciplinary perspective. It delves into third party definitions, typologies, actors, rationale, motives, decision dimensions, and roles. This book provides in-depth analysis of such third party methods as mediation, arbitration, hybrid procedures, problem solving workshops, and peacekeeping, uniquely bringing all major topics of third party intervention into one text. The last two chapters deal with timing of intervention and ripe moments, and ethics. Students of conflict resolution and peace studies will benefit from this book.

Examines teen conflict resolution and interpersonal relations and provides tips and information about improving them.

Make workplace conflict resolution a game that EVERYBODY wins! Recent studies show that typical managers devote more than a quarter of their time to resolving coworker disputes. *The Big Book of Conflict-Resolution Games* offers a wealth of activities and exercises for groups of any size that let you manage your business (instead of managing personalities). Part of the acclaimed, bestselling Big Books series, this guide offers step-by-step directions and customizable tools that empower you to heal rifts arising from ineffective communication, cultural/personality clashes, and other specific problem areas—before they affect your organization's bottom line. Let *The Big Book of Conflict-Resolution Games* help you to: Build trust Foster morale Improve processes Overcome diversity issues And more Dozens of physical and verbal activities help create a safe environment for teams to explore several common forms of conflict—and their resolution. Inexpensive, easy-to-implement, and proved effective at Fortune 500 corporations and mom-and-pop businesses alike, the exercises in *The Big Book of Conflict-Resolution Games* delivers everything you need to make your workplace more efficient, effective, and engaged.

It was the perfect summer. That is, until Jeremy Ross moved into the house down the street and became neighborhood enemy number one. Luckily Dad had a surefire way to get rid of enemies: Enemy Pie. But part of the secret recipe is spending an entire day playing with the enemy! In this funny yet endearing story, one little boy learns an effective recipes for turning your best enemy into your best friend.

Accompanied by charming illustrations, *Enemy Pie* serves up a sweet lesson in the difficulties and ultimate rewards of making new friends.

PRACTICING NARRATIVE MEDIATION WHEN IT WAS published in 2000, John Winslade and Gerald Monk's groundbreaking book *Narrative Mediation* quickly became the classic work on the theory of narrative technique in mediation. *Practicing Narrative Mediation* is the next-step resource that explores the explosive development of narrative practice that has taken place in the past ten years. *Practicing Narrative Mediation* provides mediation practitioners with practical narrative approaches that can be applied to a wide variety of conflict resolution situations. Written by John Winslade and Gerald Monk—leaders in the narrative therapy movement—the book contains suggestions and illustrative examples for applying the proven narrative technique when working with restorative conferencing and mediation in organizations, schools, health care, divorce cases, employer and employee problems, and civil and international conflicts. *Practicing Narrative Mediation* also explores the most recent research available on discursive positioning and exposes the influence of the moment-to-moment factors that are playing out in conflict situations. The authors include new concepts derived from narrative family work such as "absent but implicit," "double listening," and "outsider-witness practices." *Practicing Narrative Mediation* will help both family and community mediators hone their skills to make sense from and generate meaning within the conflicts they encounter.

An irrepressible new girl dethrones the reigning recess bully by becoming her friend in this infectious playground romp.

What is Peace? is the 7th title in Etan Boritzer's best selling *What is?* series of Life Concepts books on character education and social issues. *What is Peace?* explores themes of non-violence and diversity helping kids, parents and teachers to discuss and cultivate the critical thinking required for peaceful actions. Young readers will be able to take a thoughtful and positive journey through the complex issues connected with the personal responsibilities inherent to peace. *What is Peace?* gently teaches the true essence and workings of peace. In the stories that people tell about conflict, the relationship narrative is commonly shaped to fit the conflict story. But there are always other relationship stories that can be told. This edition shows how to find and grow a counter story to the conflict story and to help people make choices about which story they want to perform.

In this groundbreaking book, John Winslade and Gerald Monk -- leaders in the narrative therapy movement--introduce an innovative conflict resolution paradigm that is a revolutionary departure from the traditional problem-solving, interest-based model of resolving disputes. The narrative mediation approach encourages the conflicting parties to tell their personal "story" of the conflict and reach resolution through a profound understanding of the context of their individual stories. The authors map out the theoretical foundations of this new approach to conflict resolution and show how to apply specific techniques for the practical application of narrative mediation to a wide-variety of conflict situations.

“An exuberant picture book...Fabulously fun artwork...Fighting crime definitely takes imagination.” —The Wall Street Journal “This tale offers the refreshing twist of sibling friendship that parents will applaud. Jinx and the Doom will captivate readers with their irresistible fun.” —Kirkus Reviews (starred review) Jinx and her little brother, the Doom, are pretty typical kids—except when they turn into superheroes and fight crime—in this relatable celebration of siblings and imagination by the author of *Strictly No Elephants*. A typical day for Jinx and the Doom looks like this: wake up, eat breakfast, brush teeth—then FIGHT CRIME! These rambunctious kids used to fight each other, until one day they realized that they could use their powers for good instead of evil. So now they protect the planet! Defend the innocent! And then stop to have lunch. Bright cut-paper, comic book–style illustrations highlight the power of imagination and the joy of having a sibling to play with.

A true classic with a timeless message! All the other bulls run, jump, and butt their heads together in fights. Ferdinand, on the other hand, would rather sit and smell the flowers. So what will happen when Ferdinand is picked for the bullfights in Madrid? The *Story of Ferdinand* has inspired, enchanted, and provoked readers ever since it was first published in 1936 for its message of nonviolence and pacifism. In WWII times, Adolf Hitler ordered the book burned in Nazi Germany, while Joseph Stalin, the leader of the Soviet Union, granted it privileged status as the only non-communist children's book allowed in Poland. The preeminent leader of Indian nationalism and civil rights, Mahatma Gandhi—whose nonviolent and pacifistic practices went on to inspire Civil Rights leader Martin Luther King, Jr.—even called it his favorite book. The story was adapted by Walt Disney into a short animated film entitled *Ferdinand the Bull* in 1938. *Ferdinand the Bull* won the 1938 Academy Award for Best Short Subject (Cartoons).

"This second edition of [this title] encompasses stories from around the world. The writers (24 top international mediators) were asked to write about moving, successful, unsuccessful, happy, sad and funny mediations...From these...stories, mediators will learn how to help clients find positive outcomes to conflict resolution."--

Improvisational Negotiation presents an original approach for mediators, negotiators, and other dispute resolution professionals. Drawing on his own experience plus those of his colleagues, Jeffrey Krivis offers the reader dramatic, well-crafted, and highly instructive stories about people in conflict - families, organizations, corporations - and shows how mediated negotiations help them to reach a successful resolution. Unlike most books on the topic, *Improvisational Negotiation* does not focus on theory, philosophy, or formulaic procedures. The book highlights entertaining true stories that illuminate the skills and tools a good mediator uses to direct a successful negotiation and then asks the questions: What happened? and What strategies can we learn?

Two greedy squirrels go on a wild pinecone chase in this hilarious follow-up to *The Lion Inside* and *The Koala Who Could!* "It's mine!" shouted Cyril. "No, mine!" hollered Bruce. "You don't stand a chance! Give up! It's no use!" "I'm HUNGRY!" cried Cyril. "This cone is NOT yours!" "Stay back!" shouted Bruce. "This cone's for MY stores!" Greedy squirrels Cyril and Bruce both have their sights on a very special prize: the last pinecone of the season. Uh-oh! The race is on! A laugh-out-loud tale about friendship and sharing by the bestselling duo behind *The Lion Inside* and *The Koala Who Could*, Rachel Bright and Jim Field!

A Lonely pencil timidly draws a boy, a dog and other items, but soon faces a problem as his creations begin demanding changes, and when he draws an eraser to make them happy, the real trouble begins.

"Find out how to successfully resolve your most emotionally charged conflicts. In this landmark book, world-renowned Harvard negotiation expert Daniel Shapiro presents a groundbreaking, practical method to reconcile your most contentious relationships and untangle your toughest conflicts. Before you get into your next conflict, read *Negotiating the Nonnegotiable*. It is not just "another book on conflict resolution," but a crucial step-by-step guide to resolve life's most emotionally challenging conflicts--whether between spouses, a parent and child, a boss and an employee, or rival communities or nations. These conflicts can feel nonnegotiable because they threaten your identity and trigger what Shapiro calls the Tribes Effect, a divisive mind-set that pits you against the other side. Once you fall prey to this mind-set, even a trivial argument with a family member or colleague can mushroom into an emotional uproar. Shapiro offers a powerful way out, drawing on his pioneering research and global fieldwork in consulting for everyone from heads of state to business leaders, embattled marital couples to families in crisis. And he also shares his insights from negotiating with three of the world's toughest negotiators--his three young sons. This is a must read to improve your professional and personal relationships"--

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