

Acces PDF Conflict Resolution Stories

Conflict Resolution Stories

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

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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

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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

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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

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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

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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)

This timely and practical book provides

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a variety of engaging activities, group discussions, reproducible handouts, and Sharing Circles all designed to help teens develop the knowledge, skills and techniques necessary for effective conflict resolution. In addition, students are given meaningful experiences and information to help

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them improve their own behaviors while giving them the abilities to deal effectively with others. Use these high-impact activities to provide students with guidance and help in: handling confrontations learning the language of conflict de-escalation coping with anger managing moods and dealing

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with criticism understanding the rules for fighting fair exploring alternatives to conflict developing the power of listening improving social skills effectively solving problems and making decisions learning the factors that trigger conflict controlling behaviors that lead to

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misunderstandings and conflict
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

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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

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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? In the context of ongoing or historical

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violence, people tell stories about what happened, who did what to whom and why. Yet frequently, the speaking of violence reproduces the social fractures and delegitimizes, again, those that struggle against their own marginalization. This speaking of violence deepens conflict and all too

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often perpetuates cycles of violence. Alternatively, sometimes people do not speak of the violence and it is erased, buried with the bodies that bear it witness. This reduces the capacity of the public to address issues emerging in the aftermath of violence and repression. This book takes the notion

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of "narrative" as foundational to conflict analysis and resolution. Distinct from conflict theories that rely on accounts of attitudes or perceptions in the heads of individuals, this narrative perspective presumes that meaning, structured and organized as narrative processes, is the location for both

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analysis of conflict, as well as intervention. But meaning is political, in that not all stories can be told, or the way they are told delegitimizes and erases others. Thus, the critical narrative theory outlined in this book offers a normative approach to narrative assessment and intervention.

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It provides a way of evaluating narrative and designing "better-formed" stories: "better" in that they are generative of sustainable relations, creating legitimacy for all parties. In so doing, they function aesthetically and ethically to support the emergence of new histories and new futures. Indeed,

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critical narrative theory offers a new lens for enabling people to speak of violence in ways that undermine the intractability of conflict

Getting to Resolution

The Guide to Reflective Practice in Conflict Resolution

The Politics and Poetics of Narrative in

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Conflict Resolution

A New Approach to Conflict Resolution

A Simple and Effective Guide to

Dealing with Conflict at Work

The Conflict Paradox

Max and Bird

Includes statistics.

Discover how to use mindfulness

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to work with and resolve the inevitable interpersonal conflicts that arise in all areas of life
Conflict is going to be part of your life—as long as you have relationships, hold down a job, or have dry cleaning to be picked up. Bracing yourself against it

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won't make it go away, but if you approach it consciously, you can navigate it in a 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

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wisdom and compassion, and even—sometimes—to be grateful for it. She teaches how to:

- *Cultivate the mirror-like quality of attention as your base*
- *Identify the three personal conflict styles and determine which one you fall into*
- *Recognize the three*

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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 relationship into win-win situations "Wonderfully engaging, perceptive, and wise." —William

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L. Ury, co-author of Getting to Yes Designed as a manual, Lang's Guide will help mediators incorporate the values and habits of reflective practice into their professional work in order to become resilient, resourceful and competent practitioners. The

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book presents practical, easy-to-understand descriptions of practitioner thinking and the application of theory and core beliefs.

In real-life conflict resolution situations, one size does not fit all. Just as a mechanic does not

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fix every car with the same tool, the conflict resolution practitioner cannot hope to resolve every dispute using the same technique. Practitioners need to be comfortable with a wide variety of tools to diagnose different problems, in vastly

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different circumstances, with different people, and resolve these conflicts effectively. The Conflict Resolution Toolbox gives you all the tools you need: eight different models for dealing with the many conflict situations you encounter in your practice. This

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book bridges the gap between theory and practice and goes beyond just one single model to present a complete toolbox - a range of models that can be used to analyze, diagnose, and resolve conflict in any situation. It shows mediators, negotiators,

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managers, and anyone needing to resolve conflict how to simply and effectively understand and assess the situations of conflict they face. And it goes a step further, offering specific, practical guidance on how to intervene to resolve the conflict successfully.

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Each model provides a different and potentially useful angle on the problem, and includes worksheets and a step-by-step process to guide the reader in applying the tools. Offers eight models to help you understand the root causes of any conflict.

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Explains each model's focus, what kind of situations it can be useful in and, most importantly, what interventions are likely to help. Provides you with clear direction on what specific actions to choose to resolve a particular type of conflict effectively. Features a

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detailed case study throughout the book, to which each model is applied. Additional examples and case studies unique to each chapter give the reader a further chance to see the models in action. Includes practical tools and worksheets that you can use

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in working with these models in your practice. The Conflict Resolution Toolbox equips any practitioner to resolve a wide range of conflicts. Mediators, negotiators, lawyers, managers and supervisors, insurance adjusters, social workers, human

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*resource and labour relations
specialists, and others will have
all the tools they need for
successful conflict resolution.*

Elusive Peace

*Making Conflict Resolution
Happen*

Everything Is Workable

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Lessons from American Corporations for Managers and Dispute Resolution Professionals
Turning Conflict Into Collaboration
Conflict Coaching Fundamentals
Stories of Transformation and Forgiveness

A Lonely pencil timidly

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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

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begins.

A History of Alternative Dispute Resolution offers a comprehensive review of the various types of peaceful practices for resolving conflicts.

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*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*

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evolution of the ADR process and offers an overview of the precursors to ADR, including negotiation, arbitration, and mediation. The authors explore the colorful

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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

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in the arenas of diplomacy and business.

We naturally create stories to help us making meaning of our world, but in conflict situations the kinds of stories we

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*typically tell ourselves
can actually make it
harder for us to manage
and resolve the conflict
constructively. This book
provides an accessible
framework for*

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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

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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

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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

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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

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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

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conflict management coaching system is introduced that is designed to address the particular problems created by dysfunctional conflict stories. This is

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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

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better understand their own experience of conflict.

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

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*War Prevention Works
A History of Alternative
Dispute Resolution
Power, Justice and Values
Models and Maps for
Analyzing, Diagnosing, and
Resolving Conflict*

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*Transforming Victims,
Villains and Heroes in the
Workplace and at Home
Working With Conflict
Stories
When Stories Clash
A musical, magical,*

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resilient volume from the first Native American Poet Laureate of the United States. In these poems, the joys and struggles of the everyday are played against the grinding

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politics of being human. Beginning in a hotel room in the dark of a distant city, we travel through history and follow the memory of the Trail of Tears from the bend in the

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Tallapoosa River to a place near the Arkansas River. Stomp dance songs, blues, and jazz ballads echo throughout. Lost ancestors are recalled. Resilient songs are born,

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even as they grieve the loss of their country. Called a "magician and a master" (San Francisco Chronicle), Joy Harjo is at the top of her form in Conflict Resolution for

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Holy Beings. Finalist for
the Griffin Poetry Prize
“One of the most important
books of our modern era”
-Amb. Jaime de Bourbon For
anyone struggling with
conflict, this book can

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transform you. Negotiating the Nonnegotiable takes you on a journey into the heart and soul of conflict, providing unique insight into the emotional undercurrents that too

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often sweep us out to sea. With vivid stories of his closed-door sessions with warring political groups, disputing businesspeople, and families in crisis, Daniel Shapiro presents a

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universally applicable method to successfully navigate conflict. A deep, provocative book to reflect on and wrestle with, this book can change your life. Be warned: This

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book is not a quick fix.
Real change takes work.
You will learn how to
master five emotional
dynamics that can sabotage
conflict outside your
awareness: 1. Vertigo: How

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can you avoid getting emotionally consumed in conflict? 2. Repetition compulsion: How can you stop repeating the same conflicts again and again? 3. Taboos: How can you

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discuss sensitive issues at the heart of the conflict? 4. Assault on the sacred: What should you do if your values feel threatened? 5. Identity politics: What can you do

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if others use politics against you? In our era of discontent, this is just the book we need to resolve conflict in our own lives and in the world around us.

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Discover the personal and professional benefits of conflict resolution in this practical and concise guidebook. Dealing with conflict, handling difficult situations and

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getting the most out of people who appear to be difficult can be very challenging. Few of us are naturally skilled in disarming the situations that threaten productivity

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in the workplace and cause
emotional and
psychological stress.
Using skills honed by
helping thousands of
people deal with workplace
problems, Laurie Dickers

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shows you how to implement systems to resolve workplace conflict in a way that leaves the participants feeling their concerns have been acknowledged, and that the

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final solution is fair,
reasonable and agreeable.
making conflict resolution
happen is a highly
readable and concise
guide, full of practical
and easily implemented

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tools and strategies.
Laurie Dicker shows you how to bring power and responsibility back to the workplace - for the manager, the team leader and team members - in a

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way that fosters mutual respect and confidence. making it happen books provide you with the inspiration, ideas and tools to generate positive change. The books in this

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series are written with a practical focus so that you can learn about the theory, and the advantages and pitfalls of the subject matter in order to create and implement a

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strategy that is right for your workplace.

Find the roadmap to the heart of the conflict The Conflict Paradox is a guide to taking conflict to a more productive

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place. Written by one of the founders of the professional conflict management field and co-published with the American Bar Association, this book outlines seven

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major dilemmas that conflict practitioners face every day. Readers will find expert guidance toward getting to the heart of the conflict and will be challenged to

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adopt a new way to think about the choices disputants face, . They will also be offered practical tools and techniques for more successful intervention.

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Using stories, experiences, and reflective exercises to bring these concepts to life, the author provides actionable advice for overcoming roadblocks to

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effective conflict work. Disputants and interveners alike are often stymied by what appear to be unacceptable alternatives, . The Conflict Paradox offers a

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new way of understanding and working with these so that they become not obstacles but opportunities for helping people move through conflict successfully..

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Examine the contradictions at the center of almost all conflicts Learn how to bring competition and cooperation, avoidance and engagement, optimism and realism together to make

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for more power conflict
intervention Deal
effectively with the
tensions between emotions,
and logic, principles and
compromise, neutrality and
advocacy, community and

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autonomy Discover the tools and techniques that make conflicts less of a hurdle to overcome and more of an opportunity to pursue Conflict is everywhere, and conflict

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intervention skills are valuable far beyond the professional and legal realms. With insight and creativity, solutions are almost always possible. For conflict interveners

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and disputants looking for an effective and creative approach to understanding and working with conflict , The Conflict Paradox provides a powerful and important roadmap for

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conflict intervention.
Resolving Personal and
Organizational Conflict
How Modern Diplomatic
Strategies Could Better
Resolve World Conflicts
Conflict Resolution for

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Holy Beings: Poems

High Conflict

Practicing Narrative

Mediation

Dictionary of Conflict

Resolution

Getting to Yes

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“ All the tawdry details I ’ m dying for are in these stories, but they ’ re given out like old sweaters—without shame, without guile. Amy Hempel is the writer who makes me feel most affiliated with other humans; we are all living this way—hiding, alone, obsessed—and that ’ s ok. ” —Miranda July From

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legendary writer Amy Hempel, one of the most celebrated and original voices in American short fiction: a ravishing, sometimes heartbreaking new story collection—her first in over a decade. Amy Hempel is a master of the short story. A multiple award winner, Hempel is highly regarded

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among writers, reviewers, and readers of contemporary fiction. This new collection, her first since her *Collected Stories* published more than a decade ago, is a literary event. These fifteen exquisitely honed stories reveal Hempel at her most compassionate and spirited, as she introduces

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characters, lonely and adrift, searching for connection. In “ A Full-Service Shelter, ” a volunteer at a dog shelter tirelessly, devotedly cares for dogs on a list to be euthanized. In “ Greed, ” a spurned wife examines her husband ’ s affair with a glamorous, older married woman. And in “ Cloudland, ” the

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longest story in the collection, a woman reckons with the choice she made as a teenager to give up her newborn infant. Quietly dazzling, these stories are replete with moments of revelation and transcendence and with Hempel ' s singular, startling, inimitable sentences.

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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.

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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

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and show how to apply specific techniques for the practical application of narrative mediation to a wide-variety of conflict situations.

Nobody loves conflict. Whether we 're negotiating a salary increase or trying to settle on which in-laws to spend the holidays with, there 's a lot at stake in

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any dispute beyond the points being argued over. While both sides are pushing for the result they want, there ' s a very good chance that someone will feel unjustly treated, hurt or embarrassed along the way. Sometimes one or both parties lose their cool completely, doing damage to

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the relationship or on their own reputation. Even formal negotiations with nothing personal at stake can feel fraught with risk to the people involved. Many individuals go through life avoiding conflict and dreading confrontation. And yet, there is no escaping the need to negotiate with

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family members, employers, business partners and tradespeople. What if you could approach your next difficult conversation with genuine confidence that you can reach the best possible resolution without losing face or damaging your relationship with your counterpart? Confidence is not the

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same thing as self-esteem or bravado, according to psychologist and negotiation expert Hal Movius. To handle all of life ' s negotiations more effectively and with less stress, Movius says, we need to develop confidence along three key dimensions: Mastery: The ability to plan for and to deploy

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optimal behaviours during a disagreement or negotiation
Poise: The capacity to manage emotions in the moment
Judgment: The knowledge to avoid the most common traps that befall negotiators – and the rest of us – as we think about the problem at hand and the other side 's

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behaviors. In *Resolve: Negotiating Life ' s Conflicts with Greater Confidence* Movius provides effective tools to boost confidence in all three of these critical areas so you can be more effective in resolving any type of conflict, from spontaneous flare-ups at home to planned business

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negotiations. Drawing on decades of research in interpersonal psychology and recent advances in social neuroscience, Movius blends science-backed insight with practical techniques developed in his 25-year career as a mediator, negotiation trainer and coach. Readers will learn:

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That genuine confidence can be acquired, regardless of personality traits How to transform all sorts of conflicts, including influence challenges, into negotiations in order to resolve them more satisfactorily Strategies to use when the conflict is about beliefs or behaviors How to think

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like a negotiator, with strategies for planned conversations as well as spontaneous conflict How to recognize and respond to difficult emotional and manipulative tactics in counterparts How to cope with emotional flooding if you feel yourself becoming flustered in a dispute How to recognize common

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errors in judgment that we make before, during and after negotiations What drives the differences in how women and men negotiate The book also shares advice on bargaining with counterparts who act as if they don ' t care about the relationship (and indeed may not); negotiating on behalf

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of others; and settling differences with those we are close to. Whether you negotiate for a living or only in your personal life, Resolve is the only guide you need to get safely and comfortably to the other side of any dispute.

Meet Max - the mighty kitten and New York Times bestseller. When Max

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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?

Personal Histories in Conflict Resolution

Enemy Pie (Reading Rainbow Book,

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Children S Book about Kindness, Kids Books about Learning)

Negotiating Agreement Without Giving in

Sing to It

Inspiring Stories to Help You Believe in True Love

Resolving Conflicts at Work

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Resolving the Heart of Conflict:
Easyread Large Bold Edition
"Resolving Personal and
Organizational Conflicts and Disputes
offers specific methods for assisting
disputing parties to communicate their
problems without sinking into the twin
traps of demonization and

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victimization. In addition, the authors show how to encourage people and organizations in conflict to identify new ways of sustaining supportive relationships and transforming anger into awareness, dialogue, and reconciliation."--BOOK JACKET.

This book introduces Root Narrative

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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

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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

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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

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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

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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. Do You Believe in True Love? In a world of broken relationships and hurting people, it can seem like all we

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ever see is heartache—that marriages are doomed from the start and romance isn't worth the risk. But heart-fluttering, long-lasting love is all around us...we just have to look for it! This collection of beautiful, real-life accounts will bring laughter and tears as you enjoy each story of ordinary

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people who found extraordinary love. Page after page, you will find inspiration to rekindle the romance in your love story trust in God's providence and timing faithfully hope for your own happily-ever-after celebrate true romance believe in life-long love Don't let the world define

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romance for you! See how God is at work in the hearts of His people—knitting together hearts in a love that forever endures.

This book includes the diverse personal histories of some of the founders, institutionalizers, and leaders of change in the filed of

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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

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conflict resolution. The narratives of the contributors provide a way to understand the conflict resolution field and its principles.

Emerging Systems for Managing Workplace Conflict

The Anatomy of Peace

The Fort

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A Zen Approach to Conflict Resolution
Conflict Resolution Skills for Teens
New Stories

The Joy of Conflict Resolution

In the stories that people tell about conflict, the relationship narrative is commonly shaped to

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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

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perform.

Describes a method of negotiation that isolates problems, focuses on interests, creates new options, and uses objective criteria to help two parties reach an agreement

PRACTICING NARRATIVE

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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.

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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

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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

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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

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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

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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

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Mediation will help both family and community mediators hone their skills to make sense from and generate meaning within the conflicts they encounter.

Can a pirate and a prince learn to share? In the fort in the woods, a

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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

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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

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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

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and charismatic illustrations bring this witty tale and its celebration of sharing and teamwork to life.

Root Narrative Theory and Conflict Resolution

Conflict Resolution with Young

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Children

The Barnyard Buddies STOP for Peace

A Mediator's Stories of Conflict About Love, Money, Anger -- and the Strategies That Resolved Them

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Narrative Mediation

**Why We Get Trapped and How
We Get Out**

The Conflict Resolution Toolbox
*This in-depth analysis goes
behind the headlines to
understand why crucial*

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negotiations fail. The author argues that diplomats often enter negotiations with flawed assumptions about human behavior, sovereignty, and power. Essentially, the international

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community is using a model of European diplomacy dating back to the 18th century to solve the complex problems of the 21st century. Through numerous examples, the author shows

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that the key failure in current diplomatic efforts is the entrenched belief that nations, through their representatives, will act rationally to further their individual political,

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economic, and strategic interests. However, the contemporary scientific understanding of how people act and see their world does not support this assumption. On the contrary, research

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from decision-making theory, behavioral economics, social neuropsychology, and current best practices in mediation indicate that emotional and irrational

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factors often have as much, if not more, to do with the success or failure of a mediated solution.

Reviewing a wide range of conflicts and negotiations, Noll demonstrates that the

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best efforts of negotiators often failed because they did not take into account the deep-seated values and emotions of the disputing parties. In conclusion, Noll draws on his own long

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experience as a professional mediator to describe the process of building trust and creating a climate of empathy that is the key to successful negotiation and can go a long way toward

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***resolving even seemingly
intractable conflicts.***

***The delightful Barnyard
Buddies engage everyone as
they show how to solve a
problem with caring and
empathy. This award-***

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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

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***homes" (Reader's Favorite).
Kids love it.
It was the perfect summer.
That is, until Jeremy Ross
moved into the house down
the street and became
neighborhood enemy***

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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

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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

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ultimate rewards of making new friends.

Make workplace conflict resolution a game that EVERYBODY wins! Recent studies show that typical managers devote more than

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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

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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

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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

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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

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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

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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

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engaged.

Real-Life Romance

The Story of a Political,

Social, and Cultural

Movement

Improvisational Negotiation

Speaking of Violence

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Utilizing Social Stories for Conflict Resolution in Kindergarten Kids Working It Out Seven Dilemmas at the Core of Disputes

Here is a completely updated edition

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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

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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

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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

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in them.

Our current models for ending conflict don't really work. They waste incredible amounts of time, money, and energy and take an enormous emotional toll on participants. The parties remain

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embittered, relationships are destroyed, and often the conflict just reappears later in a different form. In this second edition of his classic book, Stewart Levine offers a revolutionary alternative approach that goes beyond compromise and

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capitulation to provide a satisfactory resolution for everyone involved. Marriages run amuck, neighbors at odds with one another, business deals gone sour, and the pain and anger caused by corporate downsizing are just a few of the

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conflicts he addresses. The new edition has been thoroughly revised with new examples, new tools, new material about building trust and virtual collaboration, as well as a more global outlook. Levine rejects the adversarial legal model: "If both

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sides are unhappy, you probably have a good settlement." Resolution, he shows, provides relief and completeness for both sides. No one goes away unhappy. Effective resolution stops anger and resentment cold, drastically cutting

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the emotional cost and allowing both sides to return to productive, satisfying, functional relationships. Getting to Resolution outlines the ten principles underlying this new approach—what Levine calls “revolutionary thinking. Levine

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provides a detailed seven-step process for using this new mindset to resolve conflicts in a way that fosters dignity and integrity, optimizes resources, and allows all concerns to be voiced, honored, and woven into the resolution. Levine's

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model has a thirty-five-year track record. It has been developed, implemented, tested, and proven in business, personal, and governmental contexts. Getting to Resolution will enable readers to shift from thinking about problems,

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fighting, and breakdowns to thinking about collaboration, engagement, learning, creativity, and the opportunity for creating enduring value.

Emerging Systems of Managing Workplace Conflict presents

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illustrative real-life examples as well as cutting-edge methods and tools for integrating systems of dispute resolution into standard corporate procedures. This vital resource investigates the systems organizations have developed to

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manage common and costly workplace conflicts involving supervisor-employee relationships; race, age, and gender discrimination complaints; sexual harassment; occupational safety and health; reasonable accommodation

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of the disabled; and wrongful termination as well as other problems stemming from governmental regulations and court actions. Drawing on the authors' vast research and frontline experience with a wide variety of

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corporations and organizations, this important book examines successful responses to universal workplace problems and conflicts. In addition, the book is filled with illuminating case examples and stories from organizations, such as Brown and

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Root, Kaufman and Broad, Warner Brothers, Universal-Studios, Kaiser Permanente, the United States Postal Service, Johnson & Johnson, Shell, Prudential, and others, that have instituted systems of dispute resolution in response to ongoing

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destructive conflict, expensive litigation, and crippling settlements. This book offers an enormously useful approach for the application of the most up-to-date systems of organizational conflict resolution and shows how this approach can

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work in specific situations to save time and money.

An essential, comprehensive resource, this first and only dictionary for the field of conflict resolution defines 1,400 terms, helps to standardized the language of

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conflict resolution, and provides an intelligent forum for debate.

Negotiating the Nonnegotiable

Loosening the Grip of Conflict

Eight Strategies for Everyone on the
Job

Resolve

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50 Stories of People Resolving
Conflict

You Can't Come to My Birthday
Party!

The Pencil

*When we are baffled by
the insanity of the*

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“other side”—in our politics, at work, or at home—it’s because we aren’t seeing how the conflict itself has taken over. That’s what “high conflict” does.

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It's the invisible hand of our time. And it's different from the useful friction of healthy conflict. That's good conflict, and it's a necessary force that

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pushes us to be better people. High conflict is what happens when discord distills into a good-versus-evil kind of feud, the kind with an us and a them. In this

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state, the brain behaves differently. We feel increasingly certain of our own superiority, and everything we do to try to end the conflict, usually makes it worse.

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Eventually, we can start to mimic the behavior of our adversaries, harming what we hold most dear. In this “compulsively readable” (Evan Osnos, National Book Award-

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*winning author) book,
New York Times
bestselling author and
award-winning journalist
Amanda Ripley
investigates how good
people get captured by*

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high conflict—and how they break free. Our journey begins in California, where a world-renowned conflict expert struggles to extract himself from a

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political feud. Then we meet a Chicago gang leader who dedicates his life to a vendetta—only to realize, years later, that the story he'd told himself about the

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conflict was not quite true. Next, we travel to Colombia, to find out whether thousands of people can be nudged out of high conflict at scale. Finally, we

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return to America to see what happens when a group of liberal Manhattan Jews and conservative Michigan corrections officers choose to stay in each

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other's homes in order to understand one another better, even as they continue to disagree. All these people, in dramatically different situations,

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were drawn into high conflict by similar forces, including conflict entrepreneurs, humiliation, and false binaries. But ultimately, all of them

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found ways to transform high conflict into good conflict, the kind that made them better people. They rehumanized and recategorized their opponents, and they

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revived curiosity and wonder, even as they continued to fight for what they knew was right. People do escape high conflict.

Individuals—even entire

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communities—can short-circuit the feedback loops of outrage and blame, if they want to. This is an “insightful and enthralling” (The New York Times Book

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Review) book—and a mind-opening new way to think about conflict that will transform how we move through the world.

The Big Book of Conflict Resolution Games: Quick,

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*Effective Activities to
Improve Communication,
Trust and Collaboration
Evolution of a Field
Stories and Strategies
for Making Peace in Our
Schools*

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*Negotiating Life's
Conflicts with Greater
Confidence*

*Addressing Conflict with
Narrative Mediation*

*How to Resolve Your Most
Emotionally Charged*

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Conflicts