

Appendix 5

Conflict Resolution Resources

1. Building skills in yourself

Courses: any good local course on assertiveness or self awareness. Communication sessions that stress listening skills as well as telling skills will be valuable. For the purpose of collaborative conflict resolution, avoid courses that build skills in persuasion, selling and telling.

Books:

Covey, Stephen M. R., and Merrill Rebecca R., *The Speed of Trust: The One Thing that Changes Everything*. New York, New York: Free Press; 1 edition, 2006.

Stephen R. Covey, *Seven Habits Of Highly Effective People*, Simon & Schuster Adult Publishing Group, 1989.

Adams, Marlee G. Ph.D., *Change Your Questions, Change Your Life*, Barrett-Koehler Publishers, Inc., 2004.

Elgin, Suzette Haden, *The Last Word on the Gentle Art of Verbal Self-Defence*, New York : Prentice Hall Press, 1987.

2. Building skills for use inside a conflict

Courses: Contact your county councillor and ask for the course run by Municipal Affairs called "Finding Agreement" and encourage your whole board to take the two day course with you.

Books:

Stone, Douglas, Bruce Patton and Sheila Heen. *Difficult Conversations - How to Discuss What Matters Most*. New York, NY: Penguin Books, 2000.

Harper, Gary. *The Joy of Conflict Resolution: Transforming Victims, Villains and Heroes in the Workplace and at Home*. Gabriola Island, B.C.: New Society Publishers, 2004.

Ury, William. *Getting Past No: Negotiating Your Way from Confrontation to Cooperation*. New York, NY: Random House, 1993.

3. Become a Mediator for working with others:

Courses: Alberta Arbitration & Mediation Association

Books:

Beer, Jennifer with Eileen Stief. *The Mediator's Handbook*. Gabriola Island, B.C., New Society Publishers, 1997.

Bowling, Daniel and David Hoffman, Editors. *Bringing Peace into the Room: How the Personal Qualities of the Mediator Impact the Process of Conflict Resolution*. San Francisco, Jossey-Bass, 2003.

Darling, Craig, ed. *Turning Conflict into Consensus: Mediation Theory, Process and Skills*. Dispute Resolution Series Volume 2. Continuing Legal Education Society of B.C. and Dispute Resolution Office, B.C. Ministry of Attorney General, 1998.

Fisher, Roger and William R. Ury. ***Getting to Yes: Negotiating Agreement Without Giving In.*** rev. ed. New York: Viking Penguin, 1991.

Goldberg, Stephen, Nancy Rogers and Frank E. A. Sandler. ***Dispute Resolution.*** 3rd ed. Gaithersburg, MD: Aspen Law and Business, 1999.