

## Theories On Conflict Resolution In The Workplace

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Conflict Resolution and Conflict Transformation John Wiley & Sons

Conflict Management and Resolution provides students with an overview of the main theories of conflict management and conflict resolution, and will equip them to respond to the complex phenomena of international conflict. The book covers these four key concepts in detail: negotiation mediation facilitation reconciliation. It examines how to prevent, manage and eventually resolve various types of conflict that originate from inter-state and inter-group competition, and expands the existing scope of conflict management and resolution theories by examining emerging theories on the identity, power and structural dimensions of adversarial relationships. The volume is designed to enhance our understanding of effective response strategies to conflict in multiple social settings as well as violent struggles, and utilizes numerous case studies, both past and current. These include the Iranian and North Korean nuclear weapons programmes, the war in Lebanon, the Arab-Israeli conflict, civil wars in Africa, and ethnic conflicts in Europe and Asia. This book will be essential reading for all students of conflict management and resolution, mediation, peacekeeping, peace and conflict studies and International Relations in general. Ho-Won Jeong is Professor of Conflict Analysis and Resolution, George Mason University, USA. He has published nine books in the field of international relations, peace and conflict studies. He is also a senior editor of the International Journal of Peace Studies.

*The Handbook of Conflict Resolution* Jossey-Bass

“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

**Zones of Conflict in Africa** Routledge

Written as an introductory text, this book provides—in simple language—succinct definitions of the terms used in conflict resolution, explains the ideas behind those terms and the process by which conflict is resolved. ...refreshingly simple and direct. This book undoubtedly provides a persuasive overview of the history, basic theory, and practice of resolving conflicts. --REFERENCE REVIEWS

Alternative Pathways to Peace Oakville, Ont. : Canadian Peace Research Institute

Praise for *The Handbook of Conflict Resolution* "This handbook is a classic. It helps connect the research of academia to the practical realities of peacemaking and peacebuilding like no other. It is both comprehensive and deeply informed on topics vital to the field like power, gender, cooperation, emotion, and trust. It now sits prominently on my bookshelf." —Leymah Gbowee, Nobel Peace Prize Laureate "The Handbook of Conflict Resolution offers an astonishing array of insightful articles on theory and practice by leading scholars and practitioners. Students, professors, and professionals alike can learn a great deal from studying this Handbook." —William Ury, Director, Global Negotiation Project, Harvard University; coauthor, *Getting to Yes* and author, *The Third Side* "Morton Deutsch, Peter Coleman, and Eric Marcus put together a handbook that will be helpful to many. I hope the book will reach well beyond North America to contribute to the growing worldwide interest in the constructive resolution of conflict. This book offers instructive ways to make this commitment a reality." —George J. Mitchell, Former majority leader of the United States Senate; former chairman of the Peace Negotiations in Northern Ireland and the International Fact-Finding Committee on Violence in the Middle East; chairman of the board, Walt Disney Company; senior fellow at the School of International and Public Affairs, Columbia University "Let's be honest. This book is just too big to carry around in your hand. But that's because it is loaded with the most critical essays linking the theory and practice of conflict resolution. The Handbook of Conflict Resolution is heavy on content and should be a well-referenced resource on the desk of every mediator—as it is on mine." —Johnston Barkat, Assistant Secretary-General, Ombudsman and Mediation Services, United Nations

**Using Conflict Theory** SAGE

Personal Conflict Management, 2nd edition details the common causes of conflict, showcases the theories that explain why conflict happens, presents strategies for managing conflict, and invites consideration of the risks of leaving conflict unsettled. This book also explores how gender, race, culture, generation, power, emotional intelligence, and trust affect how individuals perceive conflict and choose conflict tactics. Detailed attention is given to the role of listening and both competitive and cooperative negotiation tactics. Separate chapters explain how to deal with bullies and conflict via social media. The volume caps off its investigation of interpersonal conflict with chapters that: provide tools to analyze one's conflicts and better choose strategic responses; examine the role of anger and apology during conflict; explore mediation technique; and evaluate how conflict occurs in different situations such as family, intimacy, work, and social media.

**Its Language and Processes** Polity

The Handbook of Conflict Resolution, Second Edition is written for both the seasoned professional and the student who wants to deepen their understanding of the processes involved in conflicts and their knowledge of how to manage them constructively. It provides the theoretical underpinnings that throw light on the fundamental social psychological processes involved in understanding and managing conflicts at all levels—interpersonal, intergroup, organizational, and international. The Handbook covers a broad range of topics including information on cooperation and competition, justice, trust development and repair, resolving intractable conflict, and working with culture and conflict. Comprehensive in scope, this new edition includes chapters that deal with language, emotion, gender, and personal

implicit theories as they relate to conflict.

International Conflict Resolution After the Cold War National Academies Press

Using Conflict Theory presents how and why conflict erupts, and how it can be managed.

Conflict Management and Resolution John Wiley & Sons

This book is a collection of articles and essays by Professor Herbert C. Kelman, a leading figure in the conflict resolution community and one of the most influential peace researchers. Professor Kelman, a social psychologist, has been a pioneer of conflict resolution and peace research, and his work in conflict resolution has included a decades-long action research program on the Arab-Israeli conflict which has seen the development of Interactive Problem-Solving Workshops, an approach which has had a deep impact not only on research, but also on the practice of conflict resolution around the world, and especially in the Middle East. Focusing on Kelman's conflict resolution-related work, this volume comprises an important collection of articles written by Kelman across his career as academic and practitioner. By bringing together these carefully selected articles the book offers a concise overview of the body of Kelman's work and his intellectual biography. It traces the origins of the field of conflict resolution, the development of the study and practice of Interactive Problem Solving Workshops, and the wider challenges faced by conflict resolution research and practice. This book will be of much interest to students of peace and conflict studies, conflict resolution, psychology and IR in general.

**Theory and Practice** John Wiley & Sons

A lively introduction to both theory and practice. A broad selection of case studies, covering the major conflicts the world has faced since 1990, provide readers with material they can use to form their own judgment about the theories. This lively, clearly-structured text will be invaluable for course use in both International Relations and Peace and Conflict Resolution Studies.

**Resolving Deep-Rooted Conflicts** Springer

The Handbook of Mediation gathers leading experts across fields related to peace, justice, human rights, and conflict resolution to explore ways that mediation can be applied to a range of spectrums, including new age settings, relationships, organizations, institutions, communities, environmental conflicts, and intercultural and international conflicts. The text is informed by cogent theory, state-of-the-art research, and best practices to provide the reader with a well-rounded understanding of mediation practice in contemporary times. Based on four signature themes—contexts; skills and competencies; applications; and recommendations—the handbook provides theoretical, applicable, and practical insight into a variety of key approaches to mediation. Authors consider modern conflict on a local and global scale, emphasizing the importance of identifying effective strategies, foundations, and methods to shape the nature of a mediation mindfully and effectively. With a variety of interdisciplinary perspectives, the text complements the development of the reader's competencies and understanding of mediation in order to contribute to the advancement of the mediation field. With a conversational tone that will welcome readers, this comprehensive book is essential reading for students and professionals wanting to learn a wide range of potential interventions for conflict.

**Dealmaking: The New Strategy of Negotiations** HMH

This major Handbook comprises cutting-edge essays from leading scholars in the field of Conflict Analysis and Resolution (CAR). The volume provides a comprehensive overview of the core concepts, theories, approaches, processes, and intervention designs in the field. The central theme is the value of multidisciplinary approaches to the analysis and resolution of conflicts. This consists of moving from the study of analytical approaches to understanding the deep-rooted causes of conflict, to third-party intervention approaches to preventing or ending violence, and to resolving and transforming conflict. The book is divided into four main parts: Part I: Core Concepts and Theories Part II: Core Approaches Part III: Core Practices Part IV: Alternative Voices and Complex Intervention Designs The Handbook of Conflict Analysis and Resolution is a benchmark publication with major importance both for current research and for the future of the field. It will be essential reading for all students of conflict resolution, peace and conflict studies, and International Relations in general, as well as to practitioners in the field.

**Conflict Resolution Theory and Practice** W. W. Norton & Company

This exciting and innovative new textbook takes a multi-perspective approach to the study of conflict management in divided societies. Offering a wide range of perspectives from the leading experts in the field, the work explains conflict management from the viewpoint of the political scientist, the constitutional architect, the activist, and the NGO. It examines the philosophies underpinning constitutional design, the actors and processes involved, and the practicalities of the settlement process, combining conceptual and theoretical contributions with empirical case studies. In so doing, it provides a comprehensive global introduction to the study of conflict management in divided societies. Features & benefits of the textbook: Clearly explains the theories underpinning constitutional design including power sharing/liberal consociationalism, centripetalism, power dividing, and territorial solutions Surveys the key actors and processes involved in designing and implementing peace including the evolution of diplomacy in peace-making, and separate chapters about crafting solutions for divided societies from the perspectives of NGOs, the UN, EU and AU Explores the realities on the ground with chapters written by activists and practitioners which draw on their experience of working in conflict zones Written in a clear and engaging style, this work is essential reading for all students of conflict resolution.

The SAGE Handbook of Conflict Resolution University Press of America

This is a timely work which explores the validity of rational and subjective approaches to conflict resolution, considers the value of international law and organizations for addressing complex social phenomena, and outlines a structural approach to international conflicts. In addition it extends the analysis of conflict transformation to new issues on the international agenda, such as antagonism between urban and rural areas and threat to the environment.

#### Harnessing the Power of Disagreement Routledge

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.

#### Routledge

This revised and updated second edition introduces students of violent conflict to a variety of prominent theoretical approaches, and examines the ontological stances and epistemological traditions underlying these approaches. Theories of Violent Conflict takes the centrality of the 'group' as an actor in contemporary conflict as a point of departure, leaving us with three main questions: • What makes a group? • Why and how does a group resort to violence? • Why and how do or don't they stop? The book examines and compares the ways by which these questions are addressed from a number of perspectives: primordialism/constructivism, social identity theory, critical political economy, human needs theory, relative deprivation theory, collective action theory and rational choice theory. The final chapter aims to synthesize structure and agency-based theories by proposing a critical discourse analysis of violent conflict. With new material on violence, religion, extremism and military urbanism, this book will be essential reading for students of war and conflict studies, peace studies, conflict analysis and conflict resolution, and ethnic conflict, as well as security studies and IR in general.

#### Conflict Resolution Routledge

This first revised edition (with substantial new material and updates) is written for both the seasoned professional and the student just learning the art of mediation and conflict resolution between individuals, groups, organizations and nations.

#### Theory, Practice and Policy Conflict Resolution Theory, Research, and Practice

The end of the Cold War has changed the shape of organized violence in the world and the ways in which governments and others try to set its limits. Even the concept of international conflict is broadening to include ethnic conflicts and other kinds of violence within national borders that may affect international peace and security. What is not yet clear is whether or how these changes alter the way actors on the world scene should deal with conflict: Do the old methods still work? Are there new tools that could work better? How do old and new methods relate to each other? International Conflict Resolution After the Cold War critically examines evidence on the effectiveness of a dozen approaches to managing or resolving conflict in the world to develop insights for conflict resolution practitioners. It considers recent applications of familiar conflict management strategies, such as the use of threats of force, economic sanctions, and negotiation. It presents the first systematic assessments of the usefulness of some less familiar approaches to conflict resolution, including truth commissions, "engineered" electoral systems, autonomy arrangements, and regional organizations. It also opens up analysis of emerging issues, such as the dilemmas facing humanitarian organizations in complex emergencies.

This book offers numerous practical insights and raises key questions for research on conflict resolution in a transforming world system.

#### A Practitioner's Guide Scarecrow Press

After years of relative neglect, culture is finally receiving due recognition as a key factor in the evolution and resolution of conflicts. Unfortunately, however, when theorists and practitioners of conflict resolution speak of culture, they often understand and use it in a bewildering and unhelpful variety of ways. With sophistication and lucidity, "Culture and Conflict Resolution" exposes these shortcomings and proposes an alternative conception in which culture is seen as dynamic and derivative of individual experience. The book explores divergent theories of social conflict and differing strategies that shape the conduct of diplomacy, and examines the role that culture has (and has not) played in conflict resolution. The author is as forceful in critiquing those who would dismiss or diminish culture's relevance as he is trenchant in advocating conflict resolution approaches that make the most productive use of a coherent concept of culture. In a lively style, Avruch challenges both scholars and practitioners not only to develop a clearer understanding of what culture is, but also to take that understanding and incorporate it into more effective conflict resolution processes."

#### Theories and Cases Routledge

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.

#### Essays on the Theory and Practice of Interactive Problem-Solving Springer

Ethno-national conflict is one of the central issues of modern politics. Despite the emergence of approaches to managing it, from nation-building to territorial autonomy, in recent years, the application of these approaches has been uneven. Old conflicts persist and new ones continually emerge. The authors of this book contend that what is needed to drive forward the theory and practice of ethno-national conflict management is a more nuanced understanding of ethnicity and nationalism. The book addresses this issue by linking theories of ethnicity and nationalism to theories of conflict management. Its contributors share a common goal of demonstrating that a nuanced understanding of ethnicity and nationalism can beneficially inform conflict management in theory and practice. To do so, they analyse both hot and cold conflict zones, as well as cases that have been important in the development of the most widely-used conflict management models. The book is aimed at those interested in the theory and practice of ethno-national conflict management as well as the study of ethnicity and nationalism. It is well-suited for undergraduate and advanced research

students, experts and policy-makers. This book was originally published as a special issue of Commonwealth and Comparative Politics.