CONFLICT RESOLUTION

A listing of materials available at the Justice Institute Library

GENERAL BOOKS


Asserting Yourself in Conflict Situations. New Westminster, BC: Justice Institute of British Columbia, Centre for Conflict Resolution. (BF 575 A85 H32 2006) (Shelved in Course manuals section.)
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B.C. Directory of Dispute Resolution Practitioners. Victoria, BC: British Columbia Ministry of Attorney General, Community Justice Branch. (KEB 567.5 B133 1996) (Shelved in Directories section. For Library use only.)


Breaking Cycles of Violence: Conflict Prevention in Intrastate Crises by Janie Leatherman. West Hartford, CT: Kumarian. (JC 328.6 B725 1999)


Building Your Communication Toolbox. New Westminster, BC: Justice Institute of British Columbia, Centre for Conflict Resolution. (BF 637 I48 Z34 2006) (Shelved in Course manuals section.)


Charting the Course: Report of the Canadian Forum on Dispute Resolution. Ottawa, ON: Department of Justice, Canada. (KE 484 A4 C264 1995)

Choices in Approaching Conflict: Understanding the Practice of Alternative Dispute Resolution by Charles Ewert ... [et al.]. Toronto, ON: Emond Montgomery Publications. (HM 1126 C46 2010)


Conflict Resolution. New Westminster, BC: Justice Institute of British Columbia, Centre for Conflict Resolution Training. (BF 637 I48 C66 2007) (Shelved in Course manuals section. For Library use only.)


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Conflict Resolution Theory and Practice: Integration and Application by Dennis J.D. Sandole and Hugo van der Merwe. New York, NY: St. Martin's Press. (HD 42 C674 1993)


Dealing with Anger. New Westminster, BC: Justice Institute of British Columbia, Centre for Conflict Resolution Training. (BF 574 A5 H645 2005) (Shelved in Course manuals section.)


Directory of Canadian Dispute Resolution Programs edited by Dean Peachey. Kitchener, ON: Network for Community Justice and Conflict Resolution. (KE 8618 D573 1988) (Shelved in Directories section. For Library use only.)


Dispute Resolution: A Directory of Methods, Projects and Resources. Edmonton, AB: Alberta Law Reform Institute. (KE 8615.18 D587 1990)


Dispute Resolution: Readings and Case Studies by John Kleefeld ... [et al.]. Toronto, ON: Emond Montgomery Publications. (KE 8615 D57 2016)


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Face It: Recognizing and Conquering the Hidden Fear that Drives All Conflict at Work by Art Horn. Toronto, ON: Amacom. (HF 5548.8 H674 2004)


From Conflict to Connection: Transforming Difficult Conversations into Peaceful Resolutions by John Kinyon and Ike Lasater. Amherst, MA: Mediate Your Life. (BF 637 C45 K56 2015)


Healing the Workplace: The RCMP Experience with Alternative Dispute Resolution by David F. Sunahara. Ottawa, ON: Canadian Police College. (HV 7936 T8 S864 2002)


High Conflict People in Legal Disputes by Bill Eddy. Calgary, AB: Janis publications. (K 126 E34 2005)


Innovative Dispute Resolution: The Alternative by Richard H. McLaren and John P. Sanderson. Scarborough, ON: Carswell. (KE 8615 M145 1994) (Shelved in Reference section. For Library use only.)


Introduction to Type and Conflict by Damian Killen and Danica Murphy. Palo Alto, CA: CPP, Inc. (BF 698.3 K554 2003)


Deals with conflict in church congregations from Christian perspective.


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Managing Workplace Conflict by Jean Lebedun. Virginia Beach, VA: AMI Coastal Training Technologies Corp. (HF 5548.8 L42 1998)


Participating the Public: Group Processes, Politics and Planning by Kem Lowry, Peter Adler, and Neal Milner. Manoa, HI: University of Hawaii at Manoa. (HM 299 L687 1993)


Reaching Agreement: Round Table. Victoria, BC: Round Table. (HC 117 B8 R423 1991)


Resolving Community Disputes: Social Conflict and Social Control by Leslie W. Kennedy. Edmonton, AB: Population Research Laboratory, Dept. of Sociology, University of Alberta. (HM 136 K455 1985)


Resolving Conflict in Groups Level 1: Effective Team Dynamics. New Westminster, BC: Justice Institute of British Columbia, Centre for Conflict Resolution. (BF 637 I48 R37 2006) (Shelved in Course Manual section. For Library use only.)


Resolving Conflict on the Front Line: Demonstrating Leadership at Work. New Westminster: Justice Institute of BC, Centre for Conflict Resolution. (BF 637 I6 C66 2008) (Shelved in Course manuals section. For Library use only.)


Resolving Conflicts on the Job by Bill Withers and Jerry Wisinski. New York, NY: AMACOM. (HD 42 W573 2007)


Small Claim Dispute Resolution Project by Kathleen M. Morrison. Victoria, BC: Queen’s Printer. (KEB 538 S422 1984)


A Study of Barriers to the Use of Alternative Methods of Dispute Resolution. South Royalton, VT: Vermont Law School. (KF 9084 A75 S78 1984)


Tales from Open Space by Harrison Owen. Potomac, MD: Abbott Publishing. (HD 30.29 T246 1995)


This Business of Family: Preventing and Resolving Disputes in Family-Owned Businesses by Dennis Dwyer with Sue Dwyer. Ste-Anne-de-Bellevue, QC: Shoreline. (HD 62.25 D893 2001)


Transforming Conflict through Insight by Kenneth R. Melchin and Cheryl A. Picard. Toronto, ON: University of Toronto Press. (HM 1126 M45 2008)


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*The Use of Art in Working with Conflict* by Marian Liebmann. Bristol, ENG: Mediation UK. (HD 42 L523 1991)


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GENERAL AUDIO CDs


This audio-CD teaches how to handle even the toughest conversations more effectively and with less anxiety. The authors answer the question: When people confront the conversations they dread the most, what works? They show how to get ready, how to start the conversation in ways that reduce defensiveness, and how to keep the conversation on a constructive track regardless of how the other person responds.

GENERAL DVDs

D1421 Acting Together on the World Stage: Performance and the Creative Transformation of Conflict (DVD, 195 minutes)

A collaboration between Peacebuilding and the Arts at Brandeis University and Theater Without Borders, presenting performances enacted to transform conflicts in zones of violence and oppression around the world. (New Village Press) (PN 2051 A28 2011)

D335 Between You and Me: Solving Conflict in the Public Sector (DVD, 23 minutes) (RESTRICTED TO IN-HOUSE)

Discusses conflict at work and possible steps for solving those conflicts. Points covered include how to take responsibility for solving conflict, uncover both sides of the story, allow ventilation of emotions, listen without judging or arguing, and ask for commitment to work on a solution. (RG Training) (HF 5386.5 B488 1995)

D1336 Conflict Resolution Skills: A Winning Approach (DVD, 16 minutes)

This program shows how to move from a situation of conflict towards a “win/win” solution. Communication skills shown are: active listening, assertiveness, a “win/win” approach, and designing solutions. The humour and surprises in the presentation are designed to keep a teenage audience engaged. (Distribution Access) (BF 637 C55 C658 1997)

D355 Conflict Resolution Strategies (DVD, 19 minutes)

Five strategies are identified, based on the relative values of outcome vs. relationship, which can lead to conflict resolution. These strategies are: accommodate, avoid, compromise, compete, collaborate. (RG Training Resources) (HD 42 C667 2004)

D2046 Conflict Resolution: The Skill that Makes the Difference (DVD, 17 minutes)

Helps participants become better managers of conflict so that they can build productive relationships in the workplace. Explains strategies for conflict resolution. Participants have an opportunity to learn and practice their conflict resolution skills in a variety of different ways. (Owen-Stewart Performance Resources) (HD 42 C66 2005)

D1545 Conflicts in the Workplace: Sources & Solutions (DVD, 17 minutes)

There will always be conflict in the workplace. The secret is learning to manage it successfully. This program acknowledges common sources of workplace conflicts, and then explains specific techniques for resolving them. (RG Training Resources) (HD 42 C68 2010)
D948  **Determining the Right Response to Conflict**  (DVD, 10 minutes)
Examines the four types of conflict and four strategies to use in each of these situations.
This will empower employees to turn difficult encounters into productive situations.  (RGT Training Resources Ltd.)  (HD 42 D487 2000)

D1401  **Diffusing Hostility Through Customer Service**  (DVD, 25 minutes)
Using dramatic scenarios followed by commentary, examines conflict in the workplace, focusing on customer service situations.  Topics include: avoiding defensiveness and escalation, setting limits on verbal abuse, and physical threats.  (New Vision Media Ltd.)  (HD 42 D534 1994)

D812  **Everybody Wins: How to Turn Conflict into Collaboration**  (DVD, 20 minutes)
Helps employees learn how to recognize three of the most common conflict situations in the workplace and how to ensure win-win resolutions that will increase productivity in the organization.  (Performance Resources)  (HD 42 E849 2002)

D798  **From “No” to “Yes”: The Constructive Route to Agreement**  (DVD, 27 minutes)
Demonstrates three skills in the art of persuasion: listening actively, explaining your own feelings, and handling ideas creatively.  (Video Arts)  (HD 42 F765 1988)

D949  **Handling Covert Conflict**  (DVD, 10 minutes)
Teaches your team how to draw out the hidden issues and concerns of disgruntled employees, those individuals who internalize their grievances and undermine the workplace in subtle ways.  (RGT Training Resources Ltd.)  (HD 42 H263 2000)

D958  **Handling Overt Conflict**  (DVD, 10 minutes)
Teaches every member of your team to stay calm and to develop constructive dialogue with individuals who are notorious for being difficult.  (RGT Training Resources Ltd.)  (HD 42 H266 2000)

D1111  **Interpersonal Conflict Resolution Skills**  (DVD, 11 minutes)
Training video demonstrating the resolution of two interpersonal conflicts in the workplace and one between roommates by using the model and skills taught at the Justice Institute of B.C.’s Centre for Conflict Resolution Training.  Suitable for introductory courses on conflict resolution and anger management.  Conflict resolver:  Stacey Holloway.  (J.I.B.C. Centre for Conflict Resolution Training)  (HM 132 I576 1990)

D032  **Journey Toward Forgiveness: From Rage to Reconciliation**  (DVD, 58 minutes)
This documentary demonstrates that those who are able to embark on a process towards forgiveness, though heartrending and difficult, find it to be the path to inner healing.  Stories include a man who lost his daughter in the Oklahoma City bombing, a Cheyenne peace chief talking about a massacre of Native Americans, an African-American whose brother was shot by a white marshall, a family whose daughter died because of a drunk driver, a family whose daughter was abducted and murdered, a storyteller who helps people find healing by telling their stories, and a couple facing the husband’s cancer.  (Mennonite Media)  (BF 637 F67 J688 2002)
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D2032  Supervisor on the Scene. Conflict Resolution (DVD, 12 minutes)
Prepares supervisors to play a big role in conflict resolution by recognizing, managing, and resolving conflicts through collaboration and compromise. (RG Training) (HD 42 S86 2013)

D525  What to Do When Conflict Happens (DVD, 28 minutes)
Prepares supervisors to play a big role in conflict resolution by recognizing, managing, and resolving conflicts through collaboration and compromise. (RG Training) (HD 42 S86 2013)

D957  When the Dust Settles (DVD, 7 minutes)
Some neighbouring gophers have an appetite for anger and revenge. By sundown the retaliatory rodents have all but obliterated both of their homes. Is there any way they can put the pieces together? This video explores, without words, conflict resolution. (National Film Board of Canada) (HM 132 W443 1997)

GENERAL VIDEOS

V1290  The Art of Conflict (video, 30 minutes)
Richard Pascale explains his management theory on using conflict in a constructive way. As demonstrated in Honda’s U.S. plant, employees are encouraged to question all the time, and the organization accepts their input. (London, England: British Broadcasting Corporation) (HD 38 A773 1991)

V1476  Conflict Communication Skills (video, 14 minutes)
Shows how to manage conflict resolution by using effective communication skills. Covers dealing with hostility from the general public and from co-workers; developing conflict communication skills through a 12 step process; emphasizes the importance of learning these skills through a 12 step process; and shows how not to deal with a hostile person. (Canadian Learning Company) (HD 49 C653 1995)

V2826  Dealing with Conflict (video, 20 minutes)
(RESTRICTED TO IN-HOUSE)
This film teaches people how to control conflict before it takes control of them — resulting in a healthier work environment, more productivity and higher quality. While the skill and insights presented here will enhance management’s ability to resolve conflicts, they are for all employees enabling everyone to work through conflicts with less dependence on superiors. Three scenarios in personal and business settings dramatize the five positions taken by most people during conflict: avoiding, accommodating, competing, compromising and collaborating. Viewers learn how these positions lead to destructive or constructive results. Skills for mutually beneficial outcomes will definitely be remembered. Based on the Thomas-Kilmann Conflict Mode Instrument. (Owen-Stewart Performance Resources) (HD 42 D423 1992)
## ARBITRATION - BOOKS


## ARBITRATION - DVDs

**D019 Hearing Both Sides: Formal and Expedited Adjudication at the Public Service Staff Relations Road** (DVD, 26 minutes)

Explain two of the methods used by the Public Service of Canada to resolve disputes: formal and expedited adjudication. (Public Service Labour Relations Board) (JL 111 G7 H423 2003)

## ARBITRATION - VIDEOS

**V812 Arbitration** (video, 60 minutes)

This presentation was designed to help prepare managers who may eventually be called upon to represent the Company in an arbitration case. This video emphasizes the importance of preparing well-documented cases, illustrating presentation techniques as well as how to avoid most common pitfalls. (International TeleFilm) (KE 8618 A735 1989)

**V789 Arbitration, The Seven Tests of Just Cause** (video, 52 minutes)

Through a dramatization in which three employees are discharged for drinking or possession of alcohol at a preholiday employee get-together, discusses the requirements of just cause which are applicable in every discipline and discharge situation. (International TeleFilm) (KF 3540 A737 1984)

## CONFLICT and CULTURE - BOOKS


Conflict Analysis & Resolution as Education: Culturally Sensitive Processes for Conflict Resolution by Michelle LeBaron Duryea. Victoria, BC: UVic Institute for Dispute Resolution. (HM 132 D878 1994)

Conflict and Culture: A Literature Review and Bibliography by Michelle LeBaron. Victoria, BC: Institute for Dispute Resolution, University of Victoria. (HM 132 D878 2001)

Conflict and Culture: Report of the Multiculturalism and Dispute Resolution Project by Brishkai Lund, Catherine Morris, and Michelle LeBaron Duryea. Victoria, BC: UVic Institute for Dispute Resolution. (GN 494.5 L86 1994)

Conflict and Culture: Research in Five Communities in Vancouver, British Columbia by Michelle LeBaron Duryea and J. Bruce Grundison. Victoria, BC: UVic Institute for Dispute Resolution. (KE 8615 D878 1993)

Conflict and Peacemaking Across Cultures: Training for Trainers by Duane Ruth-Heffelbower. Fresno, CA: Fresno Pacific University, Center for peacemaking and Conflict Studies. (GN 496 R884 1999)


Conflict Resolution Across Cultures: From Talking It Out to Third Party Mediation by Selma Myers and Barbara Filner. Amherst, MA: Amherst Educational Publishing. (HM 258 M947 1997)


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Intercultural Dispute Resolution in Aboriginal Contexts edited by Catherine Bell and David Kahane. Vancouver, BC: UBC Press. (K 2390 I574 2004)


JOURNALS

Conflict Resolution Quarterly

Journal of Dispute Resolution (University of Missouri-Columbia School of Law in conjunction with the Center for the Study of Dispute Resolution)

Negotiation and Conflict Management Research (International Association for Conflict Management) (Current issues available online only)

Negotiation Journal

Resolutions Newsletter (Centre for Dispute Resolution, London, England) (Current issues available online only)

Other related bibliographies:

- Conflict in Schools
- Mediation
- Negotiation
- Restorative Justice

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