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BJQLMP - BENJAMIN WEBB

Broadly defining "conflict resolution", James A. Schellenberg gives systematic coverage to five main ways people may try to resolve their conflicts: coercion, negotiation, adjudication, mediation, and arbitration. The main theories of conflict, both classic and contemporary, are reviewed under four main categories: individual characteristics theories, social process theories, social structural theories, and formal theories.

Mediation is one of the most important methods of settling conflicts in the post-Cold War world. This text represents the most recent trends in the process and practice of international mediation.

This volume brings together some of the most significant papers on international conflict mediation by Professor Jacob Bercovitch, one of the leading scholars in the field. It has become common practice to note that mediation has been, and remains, one of the most important structures of dealing with and resolving social conflicts. Irrespective of the level of political or social organization, of their location in time and space, and of the political sophistication of a society, media-

tion has always been there to help deal with conflicts. As a method of conflict management, the practice of settling disputes through intermediaries has had a rich history in all cultures, both Western and non-Western. In some non-Western countries (especially in the Middle East and China) mediation has been the most important and enduring structure of conflict resolution. Jacob Bercovitch has been at the forefront of developments in international conflict mediation for more than 25 years, and is generally recognized as one of the most important scholars in the field. His theoretical and empirical analyses have come to define the parameters in the study of mediation. This volume will help scholars and practitioners trace the history of the field, its position today and its future and will be of much interest to all students of mediation, negotiation, conflict management, international security and international relations in general.

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

In the context of ongoing or historical 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 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 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 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. 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, critical narrative theory offers a new lens for enabling people to speak of violence in ways that undermine the intractability of conflict

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

The first part of a set of four volumes seeking to provide an historical and theoretical perspective for consideration of theory and practice in conflict resolution and prevention. The other volumes cover

the human needs theory, and readings and practices in management and resolution.

This edited volume examines Basic Human Needs theory and interactive problem solving, looking at recent developments in thinking about both and how these might affect peacebuilding in contemporary conflicts of the twenty-first century. The era in the immediate aftermath of World War II was, paradoxically, a time of great optimism in parts of academia. There was, especially in the United States and much of Europe, a widespread belief in the social sciences that systematic scholarly analysis would enable humanity to understand and do something about the most complex of social processes, and thus about solving persistent human problems: unemployment, delinquency, racism, under-development, and even issues of conflict, war and peace. This book examines the evolution of the Basic Human Needs theory and is divided into two key parts: Basic Human Needs in Theory and Basic Human Needs in Practice. Exploring this theory through a wide range of different lenses, including gender, ethics and power, the volume brings together some of the leading scholars in the field of peace and conflict studies and draws upon research both past and present to forecast where the movement is headed in the future. This book will be of much interest to students of peace and conflict studies, conflict resolution, psychology, security studies and IR.

Personal Conflict Management utilizes a modernized theory/skill approach to interpersonal conflict, placing equal emphasis on the theoretical and practical. Supporting the notion that there is not one correct approach to conflict management, and utilizing the authors' shared experi-

ences as mediators and organizational facilitators, this text demonstrates the value of collaborative models for resolving conflict and the necessity and benefits in understanding competitive approaches. Through the inclusion of both competitive and cooperative theories, the authors present contrasting perspectives of conflict management. Beginning with an introduction to conflict, the text examines the major approaches and theories of conflict management. Following a discussion of the causes and variables which exist within conflicts, the skills necessary for conflict management are analyzed, including listening, the ability to seek information, the importance of understanding personality types and behavior patterns, negotiation, and conflict assessment. The final two sections of the text take the reader beyond the basics, exploring the difficulties encountered in conflict management, the aftermath to a conflict, and conflicts in context, applying the theoretical concepts to everyday situations. Written in an academic yet reader-friendly style, this textbook is enjoyable and thought-provoking for both students and instructors. Case studies, examples, essay suggestions, discussion questions, etc support an interactive environment that optimizes learning opportunities. Instructors will find these features useful in the development of classroom discussions and assignments, while students will benefit from the opportunity to examine their own conflict behavior and enhance their skills in conflict management.

Human rights and conflict resolution have been traditionally perceived as two separate fields, sometimes in competition or in tension and occasionally with contradictory approaches towards achieving a lasting peace. Although human rights norms have been incorporated

and institutionalized by various national, regional, and international organizations that deal with conflict resolution, negotiators and mediators are often pressured in practice to overlook international human rights principles in favor of compliance and more immediate outcomes. The chapters in this volume navigate the relationship between human rights and conflict resolution by fleshing out practical, conceptual, and institutional encounters of the two agendas and engaging with lessons learned and windows of opportunities for mutual learning. Recognizing the increasing relevance of this debate and important gaps in the current research on the topic, this book addresses the following questions: How can we improve our practical and theoretical understanding of the complementarity between human rights and conflict resolution? How would a human rights-based approach to conflict resolution look like? How are international, regional, and national organizations promoting, implementing, and/or adapting to better coordinate between human rights and conflict resolution? Building on empirical evidence from contemporary conflict resolution processes, how have human rights been integrated in different efforts on the ground? What are the main lessons learned in this regard? Examining a wide range of countries and issues, this work is essential reading for human rights, conflict resolution, and security experts including scholars, diplomats, policy-makers, civil society representatives, and students of international politics.

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 de-

tail: 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.

This work raises questions on whether and how to effectively resolve conflict. Taking stock of the ideas, assumptions and practices of this emerging field, the book provides an examination of conflict theory and practice, focusing on politics and international relations, as well as biology, culture, management, psychology and social psychology. Central to its thesis is the interaction between the skills of resolving conflict and societal pressures for conflict's continuation. Conflict resolution is a growth area of study; its methods are applicable in domestic violence as well as in attempts to secure world peace. This text is written in a deliberately provocative way which does not include every side to an argument.>

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 De-

signs *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.

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.

"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

Mediation Theory and Practice, Third Edition introduces you to the process of mediation by using practical examples that show you how to better manage conflicts and resolve disputes. Authors Suzanne McCorkle and Melanie J. Reese help you to understand the research and theory that underlie mediation, as well as provide you with the foundational skills a mediator must possess in any context, including issue identification, setting the agenda for negotiation, problem solving,

settlement, and closure. New to the Third Edition: Expanded content on the role of evaluative mediation reflects the latest changes to the alternative dispute resolution field, helping you to distinguish between various approaches to mediation. Additional discussions around careers in conflict management familiarize you with employment opportunities for mediators, standards of professional conduct, and professional mediator competencies. New activities and case studies throughout each chapter assist you in developing their mediation competency.

Learn to effectively resolve conflict the way that works best for you When it comes to real-world conflict resolution, one size does not fit all. In the professional world especially, it's critical for individuals to be prepared for a variety of situations and to know what tools and techniques can be used to settle disputes and disagreements in a way that is respectful of both party's needs. The Conflict Resolution Toolbox shows mediators, negotiators, managers, and professionals at all levels how to simply and effectively assess conflict situations and choose the right tools to resolve the issue in a meaningful way. Understand the why behind the conflict and how it can be resolved Recognize the unconscious judgements and biases that are obstacles to conflict resolution View conflict situations objectively and from multiple viewpoints Learn how the latest neuroscience and behavioral economics research plays a role in conflict resolution With over 25 years of experience in mediation, negotiation, and conflict resolution, author Gary T. Furlong brings to light the intrinsic habits and interpretations that can unwittingly surface and lead to further tension during times of

conflict and unrest. This timely update to The Conflict Resolution Toolbox marries theory and practice and is a hands-on guide to understanding the root of conflict and selecting the simple strategies for addressing specific scenarios that individuals routinely face in the workplace and in life. Conflict may be unavoidable, but resolution is within reach with the invaluable guidance and techniques found in The Conflict Resolution Toolbox.

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

No matter your profession (attorney, clinician, family therapist) or skill level (seasoned professional or novice), *The Handbook of Family Dispute Resolution* is an invaluable resource that outlines the most effective mediation approaches, techniques, and skills. *The Handbook of Family Dispute Resolution* is a practical and comprehensive guide that includes *

- * A review of professional ethics and standards
- * Help for attorneys who are not trained in the skills needed for working with families
- * Information about cultural issues that affect families during mediation
- * Highlights of key legal and negotiation skills
- * Guidelines for understanding complex family dynamics and conflicts
- * A screening tool for evaluating domestic violence
- * A matrix for starting discussions of parenting plans based on children's needs
- * An examination of specialized practices for family mediation
- * Direction for assessing one's professional approach to family mediation

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 internation-

al. *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.

Readers find here a volume that applies positioning theory in order to achieve a fuller and more in-depth understanding of conflict and its psychological resolution. Positioning theory is the study of the nature, formation, influence and ways of change of local systems of rights and duties as shared assumptions about them influence small scale interactions. This book will thus be of interest to social psychologists and anyone interested in the development and applications of positioning theory.

This volume considers the application of dispute resolution theory and practice to international conflicts and explores the uses of formal processes such as diplomacy or treaty formation, as well as more informal processes such as multiple-track private negotiations or peace workshops. The volume also presents materials on more innovative forms of complex transnational or sub-national conflict resolution, such as transitional and restorative justice institutions and processes, both formal (truth and reconciliation commissions) and indigenous and informal (Rwandan *gacaca*). The articles are selected from both public and private international law settings and query whether universal principles of multi-national dispute resolution are possible or whether each conflict is likely to be *sui generis* or requiring deep contextual analysis and integrity. They also explore the dialogic, as well as dialectical,

relationships in the development of conflict resolution theory and practice in multi-cultural and multi-disciplinary settings and show that the application of dispute resolution theories from multiple sources and cultures (both Western and Eastern, as well as Northern and Southern) to multiple sites of conflicts (including courts, tribunals and other forms of dispute resolution at different levels and from multiple jurisdictions) raises important dilemmas of universalism and particularism in international conflict resolution.

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

dents of conflict resolution, peace studies and International Relations, as well as to practitioners of conflict resolution.

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.

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. Today, conflict resolution methods are

used from family disputes to international conflicts. Despite this popularity of conflict resolution techniques, there is a considerable diversity in the domain, level and intellectual origins of the conflict resolution movement. However, this does not mean that there are not any common points between the theorists and practitioners working in this field. For instance, they all share the view of resolving conflicts through the assistance of a facilitative third party. Surprisingly, despite this intense discussion in the field, there is almost no debate about the social context within which conflict resolution theories are applied. Advanced capitalist states, in a time of fiscal and political crises are giving wide political and economic support for the extensive use of conflict resolution processes to terminate social conflicts. The implications of this are far reaching and profoundly disturbing. This study aims to explore the reasons of this support and the ideological orientations of the conflict resolution movement in theory and in practice. It focuses on the emerging needs of the capitalist state for the use of conflict resolution techniques and yet critically assesses the premises of conflict resolution theory. The study shows that the premises of conflict resolution theory are harmonious with the premises of social control theory and institutions which are using conflict resolution techniques operating like state apparatuses for the surveillance and movement, aims to bring new insight and perspectives.

Game theory could be formally defined as a theory of rational decision in conflict situations. Models of such situations, as they are conceived in game theory, involve (1) a set of decision makers, called players; (2) a set of strategies available to each player; (3) a set of outcomes, each of which is a result of particular

choices of strategies made by the players on a given play of the game; and (4) a set of payoffs accorded to each player in each of the possible outcomes. It is assumed that each player is 'individually rational', in the sense that his preference ordering of the outcomes is determined by the order of magnitudes of his (and only his) associated payoffs. Further, a player is rational in the sense that he assumes that every other player is rational in the above sense. The rational player utilizes knowledge of the other players' payoffs in guiding his choice of strategy, because it gives him information about how the other players' choices are guided. Since, in general, the orders of magnitude of the payoffs that accrue to the several players in the several outcomes do not coincide, a game of strategy is a model of a situation involving conflicts of interests.

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.

This insightful volume is essential for a clearer understanding of dispute resolution. After examining the historical and intellectual foundations of dispute processing, Carrie Menkel-Meadow turns her attention to the future of conflict resolution.

Conflict resolution theory has become relevant to the various challenges faced by the United Nations peacekeeping forces as efforts are made to learn from the traumatic and devastating impact of the many civil wars that have erupted in the 1990s. This work analyzes the theory.

This introductory course text explores the genealogy of the field of conflict resolution by examining three different epochs of the field, each one tied to the historical context and events of the day.

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.

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

Conflict Resolution is a component of Encyclopedia of Institutional and Infrastructural Resources in the global Encyclopedia of Life Support Systems (EOLSS), which is an integrated compendium of twenty one Encyclopedias. The Theme on Conflict Resolution deals with conflict which is an integral component in the utilization and management of all life support systems. These volumes give a comprehensive review on Conflict Domains: Warfare, Internal Conflicts, and the Search for Negotiated or Mediated Resolutions; Analysis methods of conflict and its resolution; Approaches to Conflict ;Resolution; Formal Models for Conflict Resolution and Case Studies. These two volumes are aimed at the following five major target audiences: University and College students Educators, Professional practitioners, Research personnel and Policy analysts, managers, and decision makers and NGOs.