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# Conflict Resolution Certification

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50 Activities for Conflict Resolution  
 The Handbook of Conflict Resolution Education  
 Conflict Resolution Training  
 Conflict Resolution Mediation Skills Instructor's Training Course Manual  
 The Conflict Resolution Training Program  
 Conflict Resolution at Work For Dummies  
 Conflict and Collaboration  
 The Conflict Resolution Training Program  
 Managing Conflict  
 Alternative Dispute Resolution for Organizations  
 The Conflict Resolution Grail  
 Conflict Management Coaching  
 Conflict Management Training  
 Conflict Resolution  
 Mediation  
 Conflict Mastery  
 Managing Organizational Conflict  
 Problem Solving Mediation Training: Participant's Guide  
 Conflict Resolution  
 Mediating High Conflict Disputes  
 Conflict Resolution for the Helping Professions  
 Everyday Mediation  
 The Essential Guide to Workplace Mediation and Conflict Resolution  
 The Handbook of Family Dispute Resolution  
 Making Conflict Work  
 Mediate Your Life Training Manual  
 Conflict Resolution  
 Conflict Resolution for Managers and Leaders, Participants Workbook  
 Conflict Analysis and Resolution as Education  
 Everyone Can Win  
 The Mediation Handbook  
 Role-Plays for Resolution  
 Conflict Resolution for Managers and Leaders  
 Conflict Resolution  
 Mediation in the Workplace  
 The Conflict Resolution Training Program  
 Minimizing Conflict Through Restorative Conferencing  
 The Mediation Process  
 The Mediator's Toolkit  
 The Conflict Resolution Training Program, Set includes Leader's Manual and Participant's Workbook

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Certification**

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*50 Activities for Conflict Resolution* Wiley  
*Role-Plays for Resolution* is a workbook for training conflict resolution practitioners. Professionals from the fields of business, law, mediation, negotiation, arbitration and international dispute resolution may use this book to practice the skills needed to resolve conflicts. Students training for a degree or specialty in conflict resolution will find this a vital resource for exposure to specific subject areas. This book contains 70 role-plays in 12 separate categories to provide both existing professionals and academic instructors the examples needed to train individuals to address conflicts. Categories covered include divorce, community mediation,

settlement mediation, estate planning mediation, pastoral mediation, peer mediation, church conflicts, negotiation, arbitration, facilitation, public policy debate, police negotiation, gang intervention, crisis intervention training, international mediation, and international conflict intervention. The final chapters of the book include a brief orientation for the address of international conflicts in real life situations. Every academic program in dispute or conflict analysis and resolution should own copies of this comprehensive set of role-plays. All professional trainers in the field of dispute resolution should own a copy of *Role-Plays for Resolution*, to provide the final components of certification to trainees. The topics covered include the most current and thorough list of role-plays compiled to date for gaining the skills needed to implement

the skills conflict intervention. Mary Kendall Hope is a writer and professor of mediation, conflict resolution, and psychology. She offers classes in person in psychology and online in mediation, negotiation, and facilitation along with courses in conflict analysis and resolution through Cloverdale College. Publisher's Web site: <http://www.strategicpublishinggroup.com/title/Role-PlaysForResolution.htm>  
[The Handbook of Conflict Resolution Education](http://www.strategicpublishinggroup.com/title/Role-PlaysForResolution.htm) John Wiley & Sons  
 Revised edition of Conflict resolution for the helping professions, 2007.  
**Conflict Resolution Training** Human Resource Development  
 The Conflict Resolution Training Program offers a step-by-step approach for teaching dispute resolution techniques to both new and seasoned negotiators,

mediators, and arbitrators. This hands-on manual is filled with a variety of exercises, activities, worksheets, role plays, and other interactive techniques that are readily accessible for teaching the skills needed to resolve conflicts. Trainers can select the sections of the flexible program that best meet their specific objectives and goals. --

**Conflict Resolution Mediation Skills Instructor's Training Course Manual**

Kogan Page Publishers

This book is about expanding perspectives on common aspects of conflict experiences - before, during, and after they arise - through the use of reflective questions and commentary. Metaphors, plays on words, and other questioning methods invite readers to think and feel differently about these aspects and try new and different ways of viewing and being in conflict. The questions are also designed to expand the quest to become more conflict masterful by making the route there more interesting and positive.

The Conflict Resolution Training Program

Cinergy Coaching

This training package presents proven interactive techniques and specific teaching tools for instituting systems of organizational conflict resolution. The authors introduce a hands-on method of learning and teaching organizational conflict resolution through the use of exercises, quizzes, surveys, games, role plays, and other interactive techniques that can be used by anyone engaged in teaching or practicing conflict resolution. All of these exercises have been developed and applied in the real world.

Conflict Resolution at Work For Dummies

Jossey-Bass

High conflict mediation requires a paradigm shift from traditional mediation--high conflict experts Bill Eddy and Michael Lomax show you how. Over the past ten years the authors have been developing and practicing tips for managing high conflict clients in mediation, which is now a fully developed new method called New Ways for Mediation(R). Mediating High Conflict Disputes gives all of the little tips which any mediator can use, as well as the step-by-step structure of the New Ways for Mediation method for those who want to have better control of the process in high conflict cases--or any cases. Bill Eddy is primarily a family mediator in San Diego, California, with a worldwide reputation for training mediators, lawyers, judges and counselors in methods for working with clients with "high conflict" personality disorders or traits. Michael Lomax is a mediator dealing with family, workplace, military and government agency disputes

in British Columbia, Canada. Both have provided training in this method for High Conflict Institute over the past ten years. This book is divided into three parts: Part 1 provides a thorough explanation of the thinking and behavior of parties with high conflict personalities, with an emphasis on what does not work and should be avoided. Part 2 provides a detailed description of the New Ways for Mediation method, including several paradigm shifts in each step of the process for greater success. Its similarities and differences with interest-based negotiations and transformative mediation methods are explained. Part 3 includes numerous examples describing cases with special issues in several settings, including family, workplace, and disputes involving government agencies.

Conflict and Collaboration WestBow Press

Successful management depends on the ability to quickly and effectively manage conflicts. Conflict Resolution includes hands-on information for effectively communicating with employees, disciplining and even terminating employees, understanding and using organizational politics, and more.

The Conflict Resolution Training Program Praeger

This mediation program provides eight training sessions. We provide the information and forms needed to set up and administer an effective In-House Mediation Program. BENEFITS: What's in it for me? You are the trainer. This mediation program will be available year-round, not just an hour session or lecture that fades over time. It's a mediation program to call you own! We have provided an easy-to-follow instructional manual. A few more of the many benefits of an In-House Mediation Program are listed below. It is an effective alternative to bullying, fighting, verbal violence, and rumors. It saves time, energy, and cost spent on conflict by reducing physical, emotional, and property damages. It is a low-cost and high-results way to eradicate conflict peacefully. It is convenient. The trainers may train ANY NUMBER of students at a time and at ANY TIME that works with their schedules. It prepares individuals to participate as a part of the solution--versus--a part of the problem. It is an investment in the future. We provide the information and forms needed to set up, administer, and maintain an effective In-House Mediation Program.

Managing Conflict Cinergy Coaching

In this volume, scholars from different disciplines join together to examine the overlapping domains of conflict and collaboration studies. It examines the

relationships between ideas and practices in the fields of conflict resolution and collaboration from multiple disciplinary perspectives. The central theme is that conflict and collaboration can be good, bad, or even benign, depending on a number of factors. These include the role of power, design of the process itself, skill level and intent of the actors, social contexts, and world views. The book demonstrates that various blends of conflict and collaboration can be more or less constructively effective. It discusses specific cases, analytical methods, and interventions, and emphasizes both developing propositions and reflecting on specific cases and contexts. The book concludes with specific policy recommendations for many sets of actors--those in peacebuilding, social movements, governments, and communities--plus students of conflict studies. This book will be of much interest to students, scholars, and practitioners of peace and conflict studies, public administration, sociology, and political science.

Alternative Dispute Resolution for Organizations Eloquent Books

SUMMARY: Provides an overview of the major principles and basic skills for building quality relationships and resolving conflict.

The Conflict Resolution Grail Kogan Page Publishers

Alternative Dispute Resolution (ADR) is a rapidly growing field, due to its popularity as an alternative to long and expensive lawsuits. ADR involves resolving disputes of any kind outside of the judicial system, through negotiation, mediation, arbitration, and other processes. This book is for people who work within organizations and are involved in disputes themselves, or for people who are required to deal with or resolve disputes. It covers how to set up a dispute resolution process in an organization.

Conflict Management Coaching Houghton Mifflin Harcourt

This collection of activities, self-assessments, and exercises is especially useful as a resource to introduce the issue of conflict and its resolution as a part of workshops on management, leadership, communication, negotiation and diversity. The book is fully reproducible and flexibly organized in two sections. Part One includes twenty-five interactive group learning activities to explore conflict and provide practice in skills that help to resolve it. Part Two consists of twenty-five individualized exercises and assessments that are ideal for pre-work prior to group training sessions, or they can be

distributed to participants for their own self-development. All of the activities and assessments are reproducible and include participant materials and notes for the instructor Selected Contents Part One: Group Workshop Activities: Two Responses to Conflict: Fight or Flight; How Can We Both Win? A Quick Demonstration; Individual Conflict Styles: A Zoological Approach; Approaches to Conflict: Role Play Demonstration; When Conflict Creates Stress, Don't Just Stand There...; Introduction to Listening: A Self Inventory; Red Flags; Benefits and Barriers: Exploring Third Party Intervention; Mismatched? Are You Reading the Non-Verbal Cues?; Constructive or Destructive Conflict: Lessons to be Learned; Gaining a Different Perspective; Assumptions: Who Needs 'Em?; Portrait of a Peacemaker; What Kind of Question is That?; Third-Party Mediation; Formulating Clear Agreements Part Two: Individualized Exercises and Assessments: Self-Assessment in Dealing with Differences; Analyzing A Conflict: Is It Worth Getting Into?; In the Heat of the Moment; How to Deal with Hot Buttons; Resolving a Conflict through Planning; Mediation: Test Your Knowledge; First Thoughts About Others: Perception IQ Quiz; Uncovering the Hidden Agenda; Your Turn: A Non-Judgmental Exercise; Supportive Listening: What's Your Score?; Escalate vs. Acknowledge: The Choice is Yours; Eight Different Points of View [Conflict Management Training](#) Routledge This classic book on conflict resolution provides the essentials for handling personal and workplace difficulties with emotional intelligence.

*Conflict Resolution* Radius Book Group The restorative conferencing approach is a precise and peaceful alternative to resolving disagreements. It promotes mutual respect for the opinions of others by understanding opinions are beliefs. Perceptions are real to the person holding them, but are not necessarily factual. Allowing for the opinions of others does not give your approval of their behavior or principles; it paves the way for a mutual and better understanding of the dispute. [Mediation](#) Waterside Press

This problem-solving mediation training guide provides a comprehensive step-by-step walk through mediation using Christopher Moore's problem-solving model. Included in the manual is a case study, a role play, and activities.

**Conflict Mastery** John Wiley & Sons Conflict in the workplace is a perennial problem for organizations. Whether it's a disagreement between colleagues, a dispute with management or large-scale industrial action, conflict negatively affects

both people and profits as employee morale and productivity fall. Endorsed by the CIPD, *Managing Conflict* is an essential guide for HR professionals needing to tackle these problems by not only resolving current issues, but also preventing future instances of conflict. Going beyond interpersonal conflict, the book also looks at resolving board room disputes, disputes with shareholders, in the supply chain, commercial disputes and customer complaints. The first part of *Managing Conflict* covers the causes and costs of conflict, the impact of the psychological contract and the legal framework for managing workplace disputes both in the UK and internationally. The second part of the book provides a blueprint for redefining resolution and building a culture of constructive conflict management, from designing a conflict management strategy and developing a formal resolution process to embedding mediation, engaging stakeholders and training managers in resolution and mediation skills. This book also includes conflict resolution toolkits for managers, HR teams, employees and unions to help tackle conflict and bullying at work. Packed with best practice case studies from major UK and global organizations, this is an indispensable guide for all HR professionals looking to resolve conflict in the workplace. Online supporting resources include a conflict health check tool, conflict cost calculator, and checklist for developing an internal mediation scheme.

**Managing Organizational Conflict** McFarland

The Conflict Resolution Training Program Participant's Workbook offers both new and seasoned negotiators, mediators, and arbitrators a step-by-step approach for learning dispute resolution techniques. This hands-on workbook is filled with a variety of exercises, activities, worksheets, role plays, and other interactive techniques that are readily accessible for learning the skills needed to resolve conflicts. Trainers and participants can select the sections of the flexible program that best meet their specific objectives and goals.

**Problem Solving Mediation Training: Participant's Guide** Jossey-Bass

The Mediate Your Life immersion training program supports people in mediating conflict between warring parts of themselves, between self and others, and between others. In three workshops spread over ten months, participants learn to: Bring more confidence and ease to dealing with conflict in their lives Use the

Mediate Your Life skills to effectively resolve conflict, heal relationships, and contribute to their own and others well-being Help others who are in conflict The Mediate Your Life Training Manual accompanies the immersion program and includes all of the maps and skills covered in the workshops. Table of Contents: Introduction A Mediate Your Life Approach To Mediating Conflict Mediating Conflict Conversations Between Others Temporal Contexts Of Mediation Other Maps Of The Integral Grid Professional Development Practicing Toward Your Goals Resources Appendix **Conflict Resolution** New Society Publishers

A workplace mediation program supplements or replaces institutional grievance processes in order to increase job satisfaction, boost productivity, reduce employee turnover, and decrease the chances of legal action. Weinstein, a social worker and a labor and employment lawyer, provides a powerful administrative, educational, and training tool for human resource professionals, administrators, peer and professional mediators, and students of mediation. Mediated resolutions to conflict in the workplace are designed to last because they seek to address underlying causes and they rely on the participation of the affected parties. Mediation with an impartial third party is more likely to result in a satisfying solution than are decisions imposed upon the parties from outside sources, whether employers or the legal system. Mediators work to strengthen relationships so that future conflicts can be prevented or minimized. This valuable guide to implementing formal mediation programs can be used by both beginning and experienced mediators in all types of organizations- in schools, social service agencies, government agencies, and private industry. Its practical application of mediation theory will benefit students and teachers of mediation, conflict resolution, business management, public administration, law, social work, counseling, and other related disciplines. *Mediating High Conflict Disputes* Jossey-Bass

CDR Associates' training programs have been recognized throughout the world for their high-quality, effective, and innovative approaches to handling conflict in diverse workplace settings. *Conflict Resolution for Managers and Leaders* offers you a proven program that will help you learn the key concepts and skills in conflict management, negotiation, and dispute resolution. The Participant's Workbook is designed to make you a better leader and

manager by equipping you to address conflict with confidence. Conflict Resolution for Managers and Leaders is filled with information and interactive

exercises to help you develop practical skills in a fun and engaging manner. This workbook contains the information you need to participate in the CDR training

program. Although the comprehensive program consists of eight modules, your trainer may customize the session by using select modules.

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