

We encourage you to add some of our favorite resource materials to your reading list:

Selected Bibliography

Jennifer Beer with Eileen Stief, *The Mediator's Handbook, developed by Friends Conflict Resolution Programs* (Gabriola Island, BC: New Society Publishers, 1997)

Laurence Boulle, *Mediation Skills and Techniques* (Australia: Butterworths, 2001)

Suzette Haden Elgin, *Success with the Gentle Art of Verbal Self-Defense* (Englewood Cliffs: Prentice Hall, 1989)

Roger Fisher and Daniel Shapiro, *Beyond Reason: Using Emotions as You Negotiate* (New York: Penguin, 2005)

Roger Fisher, William Ury, Bruce Patton, *Getting to YES: Negotiating Agreement without Giving In* (New York: Penguin, 1991)

Lillian Glass, *He Says, She Says, Closing the Communication Gap Between the Sexes* (New York: Putnam, 1993)

Anna Maravelas, *How to Reduce Workplace Conflict and Stress* (Franklin Lakes, NJ: Career Press, 2005)

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Kerry Patterson, Joseph Grenny, Ron McMillan, Al Switzler, *Crucial Confrontations, Tools for Resolving Broken Promises, Violated Expectations, and Bad Behavior* (New York: McGraw-Hill, 2005)

Douglas Stone, Bruce Patton, Sheila Heen, *Difficult Conversations, How to Discuss What Matters Most* (New York: Penguin, 1999)

Deborah Tannen, *The Argument Culture* (New York: Ballantine Books, 1998)

US Arbitration & Mediation of MN, *Concepts in Mediation* (USA&M of MN, Inc., 1995)

William W. Wilmot, Joyce L. Hocker, *Interpersonal Conflict* (Boston: McGraw Hill, 2007)

Further Reading

The Arbinger Institute, *Leadership and Self-Deception, Getting Out of the Box* (San Francisco: Berrett-Koehler, 2000)

Robert B. Ashmore and William C. Starr, *Ethics Across the Curriculum, The Marquette Experience* (Milwaukee: Marquette, 1991)

Joseph Bruchac, ed. *Native Wisdom* (San Francisco: Harper, 1995)

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Sheila J. Costello, *Managing Change in the Workplace* (Burr Ridge: Irwin, 1994)

Edward S. Curtis, photographer, selected Native Americans, *Native American Wisdom* (Philadelphia, Running Press, 1994)

Peter F. Drucker, *Managing the Nonprofit Organization, Principles and Practices* (New York: HarperCollins, 1990)

Masaru Emoto, *The Hidden Messages in Water* (New York: Atria, 2005)

Howard Gardner, *Frames of Mind, The Theory of Multiple Intelligences* (New York: Basic, 1993)

Daniel Goleman, *Emotional Intelligence: why it can matter more than IQ* (New York: Bantam, 1995)

Adrian Gostick and Dana Telford, *The Integrity Advantage, How Taking the High Road Creates A Competitive Advantage in Business* (Salt Lake City: Gibbs Smith, 2003)

Edward M. Hallowell and John J. Ratey, *Answers to Distraction* (New York: Bantam, 1994)

Michael Hammer and James Champy, *Reengineering The Corporation, A Manifesto For Business Revolution* (New York: Harper, 1993)

Thich Nhat Hanh, trans. Mobi Ho, *The Miracle of Mindfulness* (Boston: Beacon, 1975)

Stan Hutton and Frances Phillips, *Nonprofit Kit for Dummies* (Hoboken: Wiley, 2006)

David Bruce Ingram, Jennifer Parks, *Understanding Ethics, the Complete Idiot's Guide* (Indianapolis: Alpha, 2002)

Kay Redfield Jamison, *Touched with Fire, Manic-Depressive Illness and the Artistic Temperament* (New York: Free Press, 1993)

Martin Luther King, Jr., *Quotations of Martin Luther King, Jr.* (Bedford: Applewood, 2004)

John Kotter, *Leading Change* (Boston: Harvard Business School Press, 1996)

Russell Lee and Dan Casey, *Crisis & Trauma in Colleges and Universities* (Ellicott City: Chevron, 2004)

Jim Loehr and Tony Schwartz, *The Power of Full Engagement, Managing Energy, Not Time, Is the Key to High Performance and Personal Renewal* (New York: Free Press, 2003)

Gabriel Marcel, *The Mystery of Being, Volume I: Reflection and Mystery* (South Bend: St. Augustine's Press, 2001)

Gabriel Marcel, *The Mystery of Being, Volume II: Faith and Reality* (South Bend: St. Augustine's Press, 2001)

Thomas Paine, *Common Sense* (New York: Pelican, 1976 <1776>)

Candace B. Pert, *Molecules of Emotion, The Science Behind Mind-Body Medicine* (New York: Scribner, 2003)

Thomas J. Peters, Robert H. Waterman Jr., *In Search of Excellence, Lessons from America's Best-Run Companies* (New York: Harper & Row, 1982)

Tom Rath, *Vital Friends, The People You Can't Afford to Live Without* (New York: Gallup Press, 2006)

Lance Secretan, *Inspire! What Great Leaders Do, Transforming People and Organizations* (Hoboken: Wiley, 2004)

Peter M. Senge, *The Fifth Discipline, The Art & Practice of The Learning Organization* (New York: Doubleday, 1990)

Julia T. Wood, *Interpersonal Communication, Everyday Encounters* (Belmont, CA: Wadsworth, 2002)

George Washington, *Rules of Civility and Decent Behaviour in Company and Conversation* (Bedford: Applewood, 1988)

Margaret J. Wheatley, *Leadership and the New Science, Discovering Order in a Chaotic World* (San Francisco: Berrett-Koehler, 1999)

Rosamund Stone Zander, Benjamin Zander, *The Art of Possibility, Transforming Professional and Personal Life* (New York: Penguin, 2002)