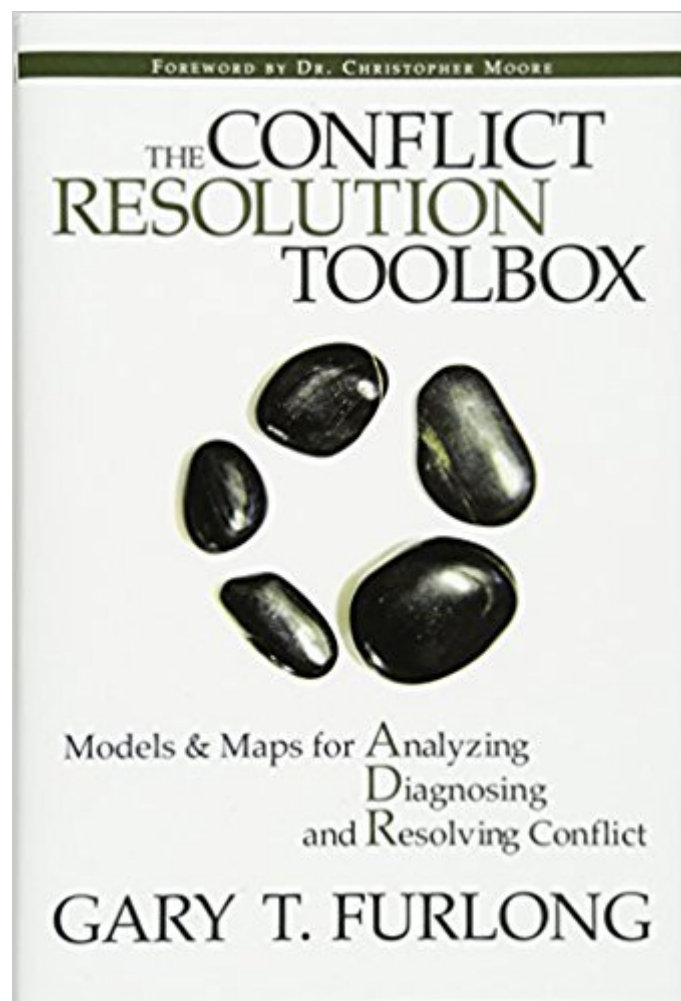




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# The Conflict Resolution Toolbox: Models And Maps For Analyzing, Diagnosing, And Resolving Conflict



## Synopsis

In real-life conflict resolution situations, one size does not fit all. Just as a mechanic does not fix every car with the same tool, the conflict resolution practitioner cannot hope to resolve every dispute using the same technique. Practitioners need to be comfortable with a wide variety of tools to diagnose different problems, in vastly different circumstances, with different people, and resolve these conflicts effectively. The Conflict Resolution Toolbox gives you all the tools you need: eight different models for dealing with the many conflict situations you encounter in your practice. This book bridges the gap between theory and practice and goes beyond just one single model to present a complete toolbox - a range of models that can be used to analyze, diagnose, and resolve conflict in any situation. It shows mediators, negotiators, managers, and anyone needing to resolve conflict how to simply and effectively understand and assess the situations of conflict they face. And it goes a step further, offering specific, practical guidance on how to intervene to resolve the conflict successfully. Each model provides a different and potentially useful angle on the problem, and includes worksheets and a step-by-step process to guide the reader in applying the tools. Offers eight models to help you understand the root causes of any conflict. Explains each model's focus, what kind of situations it can be useful in and, most importantly, what interventions are likely to help. Provides you with clear direction on what specific actions to choose to resolve a particular type of conflict effectively. Features a detailed case study throughout the book, to which each model is applied. Additional examples and case studies unique to each chapter give the reader a further chance to see the models in action. Includes practical tools and worksheets that you can use in working with these models in your practice. The Conflict Resolution Toolbox equips any practitioner to resolve a wide range of conflicts. Mediators, negotiators, lawyers, managers and supervisors, insurance adjusters, social workers, human resource and labour relations specialists, and others will have all the tools they need for successful conflict resolution.

## Book Information

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## Customer Reviews

In real-life conflict resolution situations, one size does not fit all. Just as a mechanic does not fix every car with the same tool, the conflict resolution practitioner cannot hope to resolve every dispute using the same technique. Practitioners need to be comfortable with a wide variety of tools to diagnose different problems, in vastly different circumstances, with different people, and resolve these conflicts effectively. The Conflict Resolution Toolbox gives you all the tools you need: eight different models for dealing with the many conflict situations you encounter in your practice. This book bridges the gap between theory and practice and goes beyond just one single model to present a complete toolbox – a range of models that can be used to analyze, diagnose, and resolve conflict in any situation. It shows mediators, negotiators, managers, and anyone needing to resolve conflict how to simply and effectively understand and assess the situations of conflict they face. And it goes a step further, offering specific, practical guidance on how to intervene to resolve the conflict successfully. Each model provides a different and potentially useful angle on the problem, and includes worksheets and a step-by-step process to guide the reader in applying the tools. Offers eight models to help you understand the root causes of any conflict. Explains each model's focus, what kind of situations it can be useful in and, most importantly, what interventions are likely to help. Provides you with clear direction on what specific actions to choose to resolve a particular type of conflict effectively. Features a detailed case study throughout the book, to which each model is applied. Additional examples and case studies unique to each chapter give the reader a further chance to see the models in action. Includes practical tools and worksheets that you can use in working with these models in your practice. The Conflict Resolution Toolbox equips any practitioner to resolve a wide range of conflicts. Mediators, negotiators, lawyers, managers and supervisors, insurance adjusters, social workers, human resource and labour relations specialists, and others will have all the tools they need for successful conflict resolution.

Praise for The Conflict Resolution Toolbox "With this marvelously engaging handbook, Gary Furlong guides us on the path to continuous improvement in how we diagnose and resolve conflict.

Furlong's toolbox is practical, clear and informative. Using an easy style and highly relevant case studies, Gary describes eight important models that we can use to help us diagnose and resolve conflicts. Keep this one in your briefcase – don't leave home without it." Jennifer Lynch, Q.C., Conflict Management Systems Designer, and Board of Directors, Association for Conflict Resolution

"The Conflict Resolution Toolbox is a book I wish I had when I was a novice mediator! The concepts and theories that took me years to uncover are now elegantly distilled into eight conflict resolution models presented in one user-friendly handbook. Furlong's approach can help practitioners better analyze and resolve even the most intractable conflicts. I highly recommend this resource to all my colleagues – experienced and novice alike!" John S. Barkat, Ph.D., Ombudsman, Pace University; Former President, The Ombudsman Association; and Founder, Collaboration at Work

"Gary Furlong joins theory to practice in a manner that provides even experienced practitioners with useful guidance on best practices. His emphasis on rational and creative diagnosis leading to effective action should be pasted in the front of ADR daybooks as a reminder of the fundamentals. I hope this is just volume one in the series." David McCutcheon, President, ADR Institute of Canada

"Mediation teachers across the globe will enrich their classrooms by incorporating Furlong's essential analysis, and practical applications. We have built an entire course around this conflict analysis model, and students come back to this material throughout their careers." Elaine Newman, Arbitrator and Mediator, Academic Coordinator, Dispute Resolution Programs, Atkinson Faculty, York University

"Gary Furlong's eight models on conflict and dispute resolution offer one of the most comprehensive and thoughtful analyses of the sources of conflict, how it can be effectively managed and, should disputes arise, how they are best resolved. Keep this toolbox close at hand. You will use it often!" D. Paul Emond, Professor of Law & Director, Part-Time LL.M. in Dispute Resolution, Osgoode Hall Law School

As both a seminary student and a healthcare professional, I recommend this work not only for reading, but for referencing. The tools contained are not only useful for assisting others in conflict resolution, but are useful for assisting the reader in understanding their role common in conflict, leading a step closer toward emotional intelligence that improves quality of life. Recommend reading in conjunction with "People Skills: How to Assert Yourself, Listen to Others, and Resolve Conflicts," by Robert Bolton.

Great!

I will definitely keep handy.

Needed it for a class. Useful information and will continue to use it in my career. Prompt service and shipping!

recommended by my teacher in a conflict resolution online class at Regis university, very good highly recommend it

Great read.

Boo, class sucked.

Very good outcome of different scenarios were introduced in a simplified manner. Easy read!

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