Bibliography

- Barsade, Sigal G. "The Ripple Effect: Emotional Contagion and Its Influence on Group Behavior." *Administrative Science Quarterly*, 47, no. 4 (December 2002): 644–675.
- Blake, Robert, and Jane Mouton. *The Managerial Grid.* Houston, Tex.: Gulf Publishing, 1964.
- Burton, John. Conflict Resolution and Prevention. New York: St. Martin's, 1990.
- Cloke, Kenneth, and Joan Goldsmith. *Resolving Conflicts at Work*, rev. ed. San Francisco: Jossey-Bass, 2005.
- Colosi, Thomas R. *On and Off the Record: Colosi on Negotiation*. Dubuque, Ia.: Kendall/Hunt, 1993.
- Dana, Daniel. Managing Differences: How to Build Better Relationships at Work and at Home, 3rd. ed. Prairie Village, Kan.: MTI Publications, 2003.
- Dynamic Administration: The Collected Papers of Mary Parker Follett. Reprint. London: Pitman, 1973, pp. 1–20.
- Feltman, Charles. The Thin Book of Trust: An Essential Primer for Building Trust at Work. Bend, Oreg.: Thin Book Publishing, 2009.
- Fisher, Roger, and Daniel Shapiro. *Beyond Reason: Using Emotions as You Negotiate.* New York: Viking, 2005.

- Fisher, Roger, and William Ury. *Getting to Yes: Negotiating Agreement Without Giving In*, 2nd ed. New York: Houghton Mifflin, 1991.
- Gerzon, Mark. Leading Through Conflict: How Successful Leaders Transform Differences into Opportunities. Boston: Harvard Business School Press, 2006.
- Gladwell, Malcolm. Outliers: The Story of Success. Boston: Little, Brown, 2008.
- Goleman, Daniel. Emotional Intelligence. New York: Bantam Books, 1995.
- —. Working with Emotional Intelligence. New York: Bantam Books, 1998.
- Gopin, Marc. Healing the Heart of Conflict: Eight Crucial Steps to Making Peace with Yourself and Others. Emmaus, Penn.: Rodale, 2004.
- Hall, Edward T. Beyond Culture. New York: Anchor Books, 1976.
- Halper, June A. "Stop the Bellyaching." USA Today, May 2007.
- Harrison, Allen, and Robert Bramson. Styles of Thinking: Strategies for Asking Questions, Making Decisions, and Solving Problems. New York: Anchor Books, 1982.
- Hofstede, Geert. Culture's Consequences: Comparing Values, Behaviors, Institutions and Organizations Across Nations. Thousand Oaks, Calif.: Sage Publishing, 2001.
- Kabat-Zinn, John. Wherever You Go, There You Are: Mindfulness Meditations in Everyday Life. New York: Hyperion, 1995.
- Kim, W. Chan, and Renee Mauborgne. "Fair Process: Managing in the Knowledge Economy." In *HBR on Point*. Boston: Harvard Business School Press, 2003.
- Kochman, Thomas, and Jean Mavrelis. Corporate Tribalism: White Men/White Women and Cultural Diversity at Work. Chicago: University of Chicago Press, 2009.
- Kottler, Jeffrey A. Beyond Blame: A New Way of Resolving Conflicts in Relationships. San Francisco: Jossey-Bass, 1994.
- Kraybill, Ron. *Style Matters: The Kraybill Conflict Style Inventory.* Harrisonburg, Va.: Riverhouse, 2005.
- Leas, Speed. "Moving Your Church through Conflict." Alban Institute, 2002.
- LeBaron, Michelle. Bridging Cultural Conflicts: A New Approach for a Changing World. San Francisco: Jossey-Bass, 2003.
- Lerner, Harriet Goldhor. *The Dance of Anger.* New York: Harper and Row, 1985.
- Mauer, Robert. One Small Step Can Change Your Life: The Kaizen Way. New York: Workman, 2004.

- Mehrabian, Albert. Silent Messages. Belmont, Calif.: Wadsworth, 1971.
- Mnookin, Robert H., Scott R. Peppet, and Andrew S. Tulumello. *Beyond Winning: Negotiation to Create Value in Deals and Disputes*. Boston: Harvard University Press, 2000.
- Moore, Christopher. *The Mediation Process*, 3rd ed. San Francisco: Jossey-Bass, 2003.
- National Institute for Occupational Safety and Health, Centers for Disease Control and Prevention, http://www.cdc.gov/niosh/docs/2006-144/#a11, accessed 2006.
- National Institute for the Prevention of Workplace Violence. "The Unlucky 13: Early Warning Signs of Potential Violence at Work," http://www.ncdsv.org/images/The%20Unlucky%2013_Early %20Warning%20Signs%20of%20Potential%20Violence%20a%E2%80%A 6.pdf.
- Nichols, Michael P. The Lost Art of Listening. New York: Guilford Press, 1995.
- Patterson, Kerry, Joseph Grenny, Ron McMillan, and Al Switzler. Crucial Confrontations: Tools for Resolving Broken Promises, Violated Expectations and Bad Behavior. New York: McGraw-Hill, 2005.
- —. Crucial Conversations: Tools for Talking When Stakes are High. New York: McGraw-Hill, 2002.
- Redefining Employee Satisfaction: Business Performance, Employee Fulfillment, and Leadership Practices. Edina, Minn.: Wilson Learning Worldwide, 2006.
- Reina, Dennis S., and Michelle L. Reina. *Trust and Betrayal in the Workplace: Building Effective Relationships in Your Organization.* San Francisco:
 Berrett-Koehler, 1999.
- Rothman, Jay. Resolving Identity-Based Conflict in Nations, Organizations and Communities. San Francisco: Jossey-Bass, 1997.
- Rosenberg, Marshall B. *Nonviolent Communication: A Language of Compassion*. Del Mar, Calif.: PuddleDancer, 1999.
- Runde, Craig E., and Tim A. Flanagan. Becoming a Conflict Competent Leader: How You and Your Organization Can Manage Conflict Effectively. San Francisco: Jossey-Bass and Center for Creative Leadership, 2007.
- —. Building Conflict Competent Teams. San Francisco: Jossey-Bass and Center for Creative Leadership, 2008.
- —. Developing Your Conflict Competence: A Hands-on Guide for Leaders, Managers, Facilitators and Teams. San Francisco: Jossey-Bass and Center for Creative Leadership, 2010.

- Scott, Susan. Fierce Conversations: Achieving Success at Work and in Life, One Conversation at a Time. New York: Berkley, 2004.
- Stone, Douglas, Bruce Patton, and Sheila Heen. Difficult Conversations: How to Discuss What Matters Most. New York: Viking, 1999.
- Storti, Craig. Figuring Foreigners Out. Yarmouth, ME: Intercultural Press, 1998.
- Stosny, Steven. Treating Attachment Abuse: A Compassionate Approach. New York: Springer, 1995.
- Tannen, Deborah. Talking from 9 to 5: How Women's and Men's Conversational Styles Affect Who Gets Heard, Who Gets Credit and What Gets Done at Work. New York: William Morrow, 1994.
- Thomas, Kenneth W., and Ralph H. Kilmann. *The Thomas Kilmann Conflict Mode Instrument*. Tuxedo, N.Y.: Xicom, 1974.
- Ting-Toomey, Stella. "Cross-Cultural Face-Negotiation: An Analytical Overview." Talk presented at Simon Fraser University, Harbour Centre, Vancouver, B.C., Canada, 1992.
- Ury, William. Getting Past No: Negotiating Your Way from Confrontation to Cooperation. New York: Bantam Books, 1991.
- Watson, C., and R. Hoffman. "Managers as Negotiators." *Leadership Quarterly*, 7, no. 1 (1996); http://www.conflictatwork.com/conflict/cost_e.cfm, accessed August 25, 2010.

Useful Websites

www.acrnet.org www.crinfo.org www.mediate.com