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Getting What You Want: How to Reach Agreement and Resolve Conflict Every Time

Lying: Moral Choice in Public and Private Life

People Styles at Work: Making Bad Relationships Good and Good Relationships Better

The Crossroads of Conflict: A Journey into the Heart of Dispute Resolution

The Dance of Opposites: Explorations in Mediation, Dialogue, and Conflict

Resolution Systems Design

Resolving Personal and Organizational Conflict

Resolving Conflicts at Work: Ten Strategies for Everyone on the Job

The Negotiator's Handbook

Do Take That Break

I'm OK, You're OK

Difficult Conversations: How to Discuss What Matters Most

Preventing Violence in the Workplace

Conflict Management and Counseling

Beyond Neutrality: Confronting the Crisis in Conflict Resolution

The Dynamics of Conflict: A Guide to Engagement and Intervention

Risky Business: Managing Employee Violence in the Workplace

Silent Sabotage: Rescuing Our Careers, Our Companies, and Our Lives from the

Creeping Paralysis of Anger and Bitterness

Conquering Adversity: Six Strategies to Move You and Your Team Through Tough

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Crucial Accountability: Tools for Resolving Violated Expectations, Broken

Commitments, and Bad Behavior

Crucial Confrontations: Tools for Resolving Broken Promises, Violated Expectations,

and Bad Behavior

Alert and Alive: Defusing Anger and Violence in the Workplace

Conflict Management for Managers: Resolving Workplace, Client, and Policy

Disputes

Listening to Conflict: Finding Constructive Solutions to Workplace Disputes

The Eight Essential Steps to Conflict Resolution: Preserving Relationships at Work, at

Home, and in the Community