

UNESCO/APC MULTIMEDIA TRAINING KIT

Additional resources: Cooperative Problem Solving

Developed by: Search for Common Ground

Organizations

The Association for Conflict Resolution

1015 18th Street NW, Suite 1150

Washington, DC 20036 USA

202-464-9700

<http://www.acresolution.org/>

The National Association for Community Mediation

1527 New Hampshire Avenue, NW

Washington, DC 20036-1206 USA

202-667-9700

<http://www.nafcm.org/>

The American Bar Association

Section of Dispute Resolution

740 15th St., NW, Washington, DC 20005-1009 USA

202-662-1683

<http://www.abanet.org/dispute/>

The Association of Family and Conciliation Courts

6515 Grand Teton Plaza, Suite 210

Madison, WI 53719-1048 USA

608-664-3750

<http://www.afccnet.org/>

Campus Conflict Resolution Resources

<http://www.campus-adr.org/main.html>

Center for Restorative Justice and Peacemaking

School of Social Work

University of Minnesota

1404 Gortner Avenue, 105 Peters Hall

St. Paul MN 55108-6160 USA

612-624-4923

<http://ssw.che.umn.edu/rjp>

U.S. Department of Justice
Community Dispute Resolution
<http://www.ojp.usdoj.gov/eows/cdr/>

Conflict Resolution Center International
204 Thirty-seventh Street,
Pittsburgh, PA 15201-1859 USA
<http://www.conflictres.org/>

CRInfo
Conflict Research Consortium, University of Colorado
Campus Box 580, Boulder, CO 80309 USA
303-492-1635
<http://www.crimfo.org/>

Conflict Resolution Network Canada
<http://www.crnetwork.ca/>

CADRE (Consortium for Appropriate Dispute Resolution in Special Education)
Encourages the use of mediation and other collaborative strategies to resolve disagreements about special education and early intervention programs
<http://www.directionservice.org/cadre/>

The Institute for Conflict Analysis and Resolution
George Mason University
MS 4D3
Fairfax, VA 22030-4444 USA
703-993-2666
<http://www.gmu.edu/departments/ICAR/>

Institute for the Study of Conflict Transformation
<http://www.transformativemediation.org/>

International Association for Public Participation
11166 Huron Street, Suite 27
Denver, CO 80234 USA
1-800-644-4273
<http://www.iap2.org/index.html>

National Center for State Courts
300 Newport Avenue
Williamsburg, VA 23185-4147 USA
888-450-0391 x 1864
<http://www.ncsonline.org/>

Nebraska Supreme Court
Office of Dispute Resolution
402-471-3148
<http://court.nol.org/odr/>

Network of Communities for Peacemaking and Conflict Resolution
<http://www.apeaceaker.net/>

Oregon Dispute Resolution Commission

Supports the beneficial and effective use of mediation, negotiation, conciliation, and other collaborative problem solving processes.

1201 Court Street NE, Suite 305

Salem, OR 97310 USA

503-378-2877 x 22

<http://www.odrc.state.or.us/>

The Organization Development Network

76 South Orange Avenue, Suite 101

South Orange, NJ 07079-1923 USA

Fax: 973-763-7488

<http://www.odnetwork.org/>

The NTL Institute

1240 North Pitt Street, Suite 100

Alexandria, VA 22314-1403 USA

703-548-1500, 1-800-777-5227

<http://www.ntl.org>

Partners for Democratic Change

An international organization committed to building sustainable local capacity to advance civil society and a culture of change and conflict management worldwide.

<http://www.partnersglobal.org/>

Policy Consensus Institute

PCI is a national non-profit organization that works with states to promote collaboration to achieve more effective governance.

<http://www.policyconsensus.org>

Public Conversations Project

PCP promotes constructive conversations and relationships among people who have differing values, world views, and perspectives about divisive public issues.

<http://www.publicconversations.org>

Restorative Justice Consortium

<http://www.restorativejustice.org.uk>

Study Circles Resource Center

<http://www.studyircles.org>

Victim Offender Mediation Association

An international membership association which supports and assists people and communities working at restorative models of justice.

2344 Nicollet Avenue South, Suite 330

Minneapolis, MN 55404 USA

612-874-0570

<http://www.voma.org/>

World Mediation Forum

A global association of people, organizations and institutions committed to the use of mediation and other appropriate collaborative conflict management processes wherever conflicts threaten the well being of individuals, organizations, communities, and governments.

<http://www.mediate.com/world>

Reading List

Baruch Bush, Robert A. and Joseph P. Folger. 1994. *The Promise of Mediation*. Jossey-Bass Publishers.

Describes how the mediation process can be useful not only for developing good agreements, but also for developing good relationships and good citizens.

Benedict Bunker, Barbara and Billie T. Alban. 1997. *Large Group Interventions – Engaging the Whole System for Rapid Change*. Jossey-Bass Publishers.

Describes methods for involving members of an organization in (re)designing systems and procedures to foster cooperation and teamwork.

Fisher, Roger and Scott Brown. 1989. *Getting Together – Building Relationships As We Negotiate*. Penguin Books.

A straightforward approach to creating relationships that can help address difficulties as they arise.

Fisher, Roger, Ury, William and Bruce Patton. 1991. *Getting to Yes: Negotiating Agreement Without Giving In*. Penguin Books.

Presents a concise, step-by-step, proven strategy for coming to mutually acceptable agreements in every sort of conflict – whether it involves parents and children, neighbours, bosses and employees, customers or corporations, tenants or diplomats. Based on the work of the Harvard Negotiation Project, a group that works with all levels of negotiation and conflict resolution from domestic to business to international.

Forer, Lucille and Henry Still. 1977. *The Birth Order Factor*. Pocket Books.

Perceptions are one of the critical factors in conflict and conflict management. This book describes one of the significant influences on how we form our perceptions: our place in the family.

Moore, Robert and Douglas Gillette. 1990. *King, Warrior, Magician, Lover*. Harper Collins.

This is a very useful book for understanding Jung's archetypes and for using those archetypes to manage our inner lives and external behavior.

Parry, Danaan. 1994. *Warriors of the Heart*. Sunstone Publications.

Describes how our attitudes and beliefs affect our ability to resolve conflict. Provides guidance and exercises for our development as individuals and as peacemakers.

Stone, Douglas, Patton, Bruce and Shela Heen. 1999. *Difficult Conversations – How to Discuss What Matters Most*. Penguin Books.

Teaches how to handle even the toughest conversations more effectively and with less anxiety. Based on the work of the Harvard Negotiation Project it addresses the question: When people confront the conversations they dread the most, what works?

Ury, W. 1993. *Getting Past No – Negotiating Your Way From Confrontation to Cooperation*. Bantam Books.

A practical five-step method for negotiating with anyone – even the difficult person who won't say, "Yes".