

CENTER FOR DISPUTE RESOLUTION AND CONFLICT MANAGEMENT TEXTBOOK LIST – MAY TERM 2017

Books may be purchased at Barnes and Noble on Mockingbird, which is the main SMU Bookstore, or from any online retailer. Barnes and Noble will also ship texts for an additional charge.

Engaging in Conflict – John Potter

- Ellison, S. (2009). Taking the war out of our words: The art of powerful non-defensive communication. Deadwood, OR: Wyatt-Mackenzie Publishing.
- Epley, N. (2014). Mindwise: How we understand what others think, believe, feel, and want. New York, NY: Alfred A. Knopf.
- Fisher, R., & Shapiro, D. (2005). Beyond reason: Using emotions as you negotiate. New York, NY: Viking.
- Hartman, A. (2016). A war for the soul of America: a history of the culture wars. Chicago: The University of Chicago Press.

Career Coaching – Bob Barner

- Bolles, R.N. (1990). The New Quick Job-Hunting Map. Berkeley, CA: Ten Speed Press.
- Loehr, J. (2008). The Power of Story: Change your story, change your destiny in business and in life. New York, NY: Free Press.
- Cox, E. and Bachkirova, T. (2014) The Complete Handbook of Coaching (2nd edition). Thousand Oaks, CA: Sage.
- Ibarra, H. (2004). Working Identity: Unconventional Strategies for Reinventing Your Career. HBS Press.
- Rath, T. (2007) StrengthsFinder 2.0. New York: Gallup Press

Psychology of Conflict – Betty Gilmore

- The Dynamics of Conflict: A guide to engagement and intervention. (2nd Ed.) Mayer. IBN: 9780470613535

Communication – Betty Gilmore

- Stone, D., B. Patton & S. Heen (2010). Difficult conversations: How to discuss what matters most. Tenth anniversary edition. New York: Penguin Books.
- Tannen, D. (2011) That's Not What I Meant! : How Conversational Style Makes or Breaks Relationships. New York: Harper-Colins Publishers.

Organizational Change Management – Bob Barner

- (AI) - *Appreciative Inquiry for Change Management: Using AI to facilitate organizational development*, by Sarah Lewis, Jonathan Passmore, and Stefan Cantore; Kogan Page: 2008
- (BBT) - *Building Better Teams: Strengthening Performance Within & Across Teams*, by Robert W. Barner & Charlotte P. Barner (Wiley; 2012)
- *The Heart of Change*, by John P. Kotter and Dan S. Cohen, (Harvard Business School Press, 2012)

Mediation and Dispute Resolution – Angela Mitakidis

- Moore, Christopher W. *The Mediation Process*, Christopher Moore (2014)
ISBN-13: 978-1118304303

Advanced Negotiation – Kim Kovach

- Nelken, *Negotiation: Theory and Practice*. ISBN 1422411621

Online Dispute Resolution – Daniel Raniey

- *Online Dispute Resolution Theory: Theory and Practice (A Treatise on Technology and Dispute Resolution)*, Mohamed s. Abdel Wahab, Ethan Katsh, and Daniel Rainey, eds., Eleven International Publishing, The Hague, 2012.
You do not have to purchase a hard copy of this book – it is available online via this link: http://www.ombuds.org/odrbook/Table_of_Contents.htm

The book and all other readings will be available online via the class web site.