

TEXTBOOKS – FALL TERM 2014

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.

Mediation and Dispute Resolution – John Potter

- *The Mediation Process*
Christopher Moore (2014)
ISBN-13: 978-1118304303
- *Mediation Ethics*
E. Waldman
ISBN-13: 978-0787995881
- *Anatomy of a Mediation*
C. Freund
ISBN-13: 978-1402418570

ADVANCED Engaging in Conflict: Studies Using Current Events – John Potter

- *Yes! 50 scientifically proven ways to be persuasive*
Goldstein, N. J., Martin, S. J., & Cialdini, R. B. (2008)
ISBN-10: 1416576142
- *Constructive Conflicts* (3rd ed.)_Kriesberg, L. (2007) **ISBN-13:** 978-1442206847

Psychology of Conflict – Betty Gilmore

- *The Dynamics of Conflict*, Bernie Mayer ISBN: ISBN-13: **978-0470613535**

Elder Mediation – DeLila Bergen

Read one of these elder individual/familycaregiver stories:

Elder Rage –or- Take My Father ... Please!, by Jacqueline Marcell, Impressive Press, ISBN 0-96-79703-1-8, available from booksellers or from author (call 949-975-1012, web www.ElderRage.com, e-mail jmarcell@elderrage.com) (approx \$18 - \$20)

OR

Your Name is Hughes Hannibal Shanks, by Lela Knox Shanks, Univ of Nebraska Press, Lincoln, 1999, ISBN 0-8032-9328-3, (\$12.50) or Univ of Nebraska Press. See www.nebraskapress.unl.edu/ (approx \$12 - \$14)

OR

Come Back Early Today, by Marie Marley, PhD, Joseph Peterson Books, Olathe, KS, 2011, ISBN 978-0-9835706-1-5, available from the author at <http://www.ComeBackEarlyToday.com> (approx \$13 - \$15)

OR

Losing My Mind: An Intimate Look at Life with Alzheimer's, by Thomas DeBaggio, The Free Pre, ISBN 978-0-7432-0566-5, available from Amazon, (approx. \$12)

Plus, Read both of the following:

- *Difficult Conversations: How to Discuss What Matters Most*, by Douglas Stone, Bruce Patton, Sheila Heen, Penguin Books, NY, 2010. ISBN 13: 978-0143118442 (approx \$10.50)
- *Long Goodbye: the Deaths of Nancy Cruzan*, by William H. Colby, Hay House, 2002, Carlsbad, CA, ISBN 13: 978-1-4019-0132-5 (also ISBN 10: 1-4019-0132-8). There are copies on Amazon (\$0.01 to \$9.25) and there are used copies available through <http://www.alibris.com> (\$0.99 and up).

Designing Dispute Resolution Systems – Judy Mares-Dixon

- *Emerging Systems for Managing Workplace Conflict*, David Lipsky and Fonal Seeber
ISBN: 0787964344

Assessment and Interviewing – Robert Barner

- *No Text, just a manual of materials compiled by the instructor*

Negotiation and Dispute Resolution – Dan Rainey

- *Negotiation*. Harvard Business Essentials Series – Harvard Business School Publishing Corporation, 2003. ISBN: 13-978-1-59139-111-1
- *The Art of Negotiation: How to Improvise Agreement in a Chaotic World*. Michael Wheeler, Simon and Schuster, NY, 2013. ISBN: 978-1-4516-9042-2

Workplace Conflict – Gary Robinson

- *Conflict Resolution Toolbox*
Gary T. Furlong
ISBN-13: 9780470835173
- *The Essential Guide to Workplace Mediation*
Nora Doherty and Marcellas Guylor
ISBN-13: 9780749450199

The Collaboration Model: Bldg. Trust and Collaboration – Ken Ideus

- *The Goals-Values Matrix: A Framework and Tool for Building Collaboration*, Ken Ideus in - *Building Better Teams: Strengthening Performance Within & Across Teams*, by Robert W. Barner & Charlotte P. Barner (Wiley; 2012) ISBN 978-1118127261
- *The Trusted Advisor*, David H. Maister, Robert Galford and Charles W Green (Simon & Schuster; 2002) ISBN: 978-0743212342
- *Building Cross Cultural Competence: Building Wealth from Conflicting Values*. Charles Hampden-Turner and Fons Trompenaars (2000) ISBN: 978-0300084979

Mediation Techniques: Transformation, Transcendence and Conflict – Ken Cloke

- Kenneth Cloke, *The Crossroads of Conflict: A Journey Into the Heart of Dispute Resolution*, Janis Publications (2006) ISBN: 0-9734396-9-6, \$32.95.
- Kenneth Cloke, *Mediating Dangerously: The Frontiers of Dispute Resolution*, Jossey-Bass/Wiley (2001), ISBN: 0-7879-5356-3, \$34.95.
- Kenneth Cloke, *The Dance of Opposites: Explorations in Mediation, Dialogue and Conflict Resolution Systems Design*, Goodmedia (2014) ISBN: 978-0-9911148-0-1, \$28.95

Women Leaders: Successful Mediators, Negotiators and Coaches – Joan Goldsmith

- *Learning to Lead: A Workbook on Becoming a Leader* by Joan Goldsmith and Warren Bennis, 4th Ed., ISBN # 9780465018864
- *Resolving Conflicts at Work: 10 Strategies for Everyone on the Job* 3rd edition by Joan Goldsmith and Kenneth Cloke, ISBN #978-0-7879-8024-5
- *The End of Management and the Rise of Organizational Democracy* by Joan Goldsmith and Kenneth Cloke, ISBN #0-7879-5912-X