

Books

Becoming a Conflict Competent Leader: How you and your organization can manage conflict effectively; Craig E. Runde and Tim A. Flanagan, Jossey Bass, 2007

The Brain and Emotional Intelligence: New insights (e-book); Daniel Goleman, More Than Sound LLC, 2011

The Coward's Guide to Conflict: Empowering solutions for those who would rather run than fight; Tim Ursiny, Sourcebooks Inc, 2003

Crucial Accountability: Tools for resolving violated expectations, broken commitments, and bad behavior; Kerry Patterson, Joseph Grenny, David Maxfield, Ron McMillan, and Al Switzer, McGraw Hill, 2nd Edition 2013

Crucial Conversations: Tools for talking when stakes are high; Kerry Patterson, Joseph Grenny, Ron McMillan, and Al Switzer, McGraw Hill, 2nd Edition 2012

Developing Your Conflict Competence: A hands-on guide for leaders, managers, facilitators, and teams; Craig E. Runde and Tim A. Flanagan, Jossey-Bass, 2010

Difficult Conversations: How to discuss what matters most; Douglas Stone, Bruce Patton, and Sheila Heen, The Penguin Group, Revised Edition 2010

The Discomfort Zone: How leaders turn difficult conversations into breakthroughs; Marcia Reynolds, Berrett-Koehler Publishers Inc, 2014

The Emotionally Intelligent Workplace; Cary Cherniss and Daniel Goleman, Jossey-Bass, 2001

Getting to Yes: Negotiating agreement without giving in; Roger Fisher and William Ury, The Penguin Group, 3rd Edition 2011

The Magic of Dialogue: Transforming conflict into cooperation; Daniel Yankelovich, Touchstone, Reprint Edition 2001

Resolving Conflicts at Work: Ten strategies for everyone on the job; Kenneth Cloke and Joan Goldsmith, John Wiley & Sons, 2011

Internet Resources

**Center for Conflict Dynamics
Free Online Hot Buttons Test**

<http://www.conflictdynamics.org/products/cdp/hb/index.php>

**Conflict Resolution Information
Source**

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

Conflict Resolution Network

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

**David Rock and the SCARF
Model**

<http://www.davidrock.net/resources/>

**Harvard Law School Project on
Negotiation**

<http://www.pon.harvard.edu/>

**Mediation Training Institute
International**

<http://www.mediationworks.com/free.htm>

**Vital Smarts
(Crucial Conversations)**

<http://www.vital-smarts.com/research-source-center/research/>

adelante coaching + consulting

alicia@adelantecc.com

www.adelantecc.com