

Recommended Resource List: Mediation

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- *Public Library staff* should use the OCLC Interlibrary Loan system for audiobook, book and video/DVD requests.
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Books

Beer, Jennifer E. and Eileen Stief. **The Mediator's Handbook**. 3rd ed. Gabriola Island, BC: New Society Publishers, 1997. Call number: [303.69 Beer](#)

Dana, Daniel. **Conflict Resolution: Mediation Tools for Everyday Worklife**. New York: McGraw-Hill, 2001. Call number: [658.4053 Dana](#)

Deutsch, Morton and Peter T. Coleman. **The Handbook of Conflict Resolution: Theory and Practice**. San Francisco: Jossey-Bass, 2000. Call number: [303.69 Hand](#)

Madonik, Barbara G. **I Hear What You Say, But What Are You Telling Me? The Strategic Use of Nonverbal Communication in Mediation**. San Francisco: Jossey-Bass, 2001. Call number: [153.69 Mado](#)

Maravelas, Anna. **How to Reduce Workplace Conflict and Stress: How Leaders and Their Employees Can Protect Their Sanity and Productivity from Tension and Turf Wars**. Franklin Lakes, NJ: Career Press, 2005. Call number: [658.4053 Mara](#)

Masters, Marick Francis and Robert R. Albright. **The Complete Guide to Conflict Resolution in the Workplace**. New York: AMACOM, 2002. Call number: [658.4053 Mast](#)

Videos/DVDs

Conflict Communication Skills. 14 min. American Training Resources, 2007 DVD. Call number: [VC DV 658.4053 Conf](#)

What to Do When Conflict Happens. 28 min. CRM Learning, 2007. DVD. Call number: [VC DV 658.4053 What](#)

Websites

<http://www.acrnet.org>

The Association for Conflict Resolution is a professional organization dedicated to enhancing the practice and public understanding of conflict resolution. The website offers information on training opportunities and other educational resources to its members.

<http://www.mediate.com>

Mediate.com offers information and education resources for dispute resolution professionals.

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

American Arbitration Association (AAA) is a comprehensive site for up-to-the-minute information about all forms of dispute prevention and resolution including mediation, arbitration, fact-finding, partnering, dispute review boards and other related alternative dispute resolution processes.

Dispute-res listserv is an Internet discussion list of dispute resolution professionals. Sign up for the Dispute-res list at <http://ruckus.law.cornell.edu/mailman/listinfo/dispute-res>.