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**KEY=SKILLS - HOWELL GAIGE**

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## The Big Book of Conflict Resolution Games: Quick, Effective Activities to Improve Communication, Trust and Collaboration

*McGraw Hill Professional* **Make workplace conflict resolution a game that EVERYBODY wins! Recent studies show that typical managers devote more than a quarter of their time to resolving coworker disputes. The Big Book of Conflict-Resolution Games offers a wealth of activities and exercises for groups of any size that let you manage your business (instead of managing personalities). Part of the acclaimed, bestselling Big Books series, this guide offers step-by-step directions and customizable tools that empower you to heal rifts arising from ineffective communication,**

cultural/personality clashes, and other specific problem areas—before they affect your organization's bottom line. Let **The Big Book of Conflict-Resolution Games** help you to: Build trust Foster morale Improve processes Overcome diversity issues And more Dozens of physical and verbal activities help create a safe environment for teams to explore several common forms of conflict—and their resolution. Inexpensive, easy-to-implement, and proved effective at Fortune 500 corporations and mom-and-pop businesses alike, the exercises in **The Big Book of Conflict-Resolution Games** delivers everything you need to make your workplace more efficient, effective, and engaged.

## The Conflict Management Skills Workbook

### Self-Assessments, Exercises and Educational Handouts

*Whole Person Associates* **Conflict is a basic fact of life. Because conflicts are disagreements resulting from people or groups having differences in attitudes, beliefs, values, or needs, conflict is inevitable. Conflict itself is not a bad thing, as long as the conflict is managed effectively. The self-assessments, exercises, and journaling activities in this book will take participants through a unique Negotiations Model. This model helps participants learn about their beliefs surrounding conflict, identify their preferred style for managing conflict, examine active listening skills, identify the situations that trigger conflict, and recognize their negotiation style for what they want and need.**

## Conflict Resolution Education

### A Guide to Implementing Programs in Schools, Youth-serving Organizations, and Community and Juvenile

# Justice Settings : Program Report Students Resolving Conflict Peer Mediation in Schools

*Good Year Books* Written by the cofounder of School Mediation Associates, this definitive book explains step by step how to use an effective and research-based method for teaching conflict resolution: peer mediation. The comprehensive guide covers designing, implementing, and operating a successful program and includes sample mediation session transcripts, 12 conflict resolution lessons to facilitate teaching students, and reproducible forms for teacher/student orientation. Index. Appendixes. Bibliography. Good Year Books. 263 pages.

# The Handbook of Conflict Resolution Education A Guide to Building Quality Programs in Schools

*Jossey-Bass* Based on the principles of cooperation and problem solving, conflict resolution helps students solve problems themselves by identifying underlying needs and finding solutions that meet everyone's interests to the fullest extent possible. With an easy-to-use workbook format.

# Conflict Management in the Workplace

# How to Manage Disagreements and Develop Trust and Understanding

*How to Books Limited* **Annotation REVIEWS: One of the best books I have read on conflict resolution in my 30+ years in the field. Office of Mediation, The World Bank ... contains great ideas, simply explained. Dr Pam Spurr, Psychologist and Life Coach, LBC Radio Offers many tried and trusted approaches to ensure that conflicts are managed so that they are positive and creative rather than a process of disintegration. Sir John Harvey-Jones AUTHOR BIOG: Shay and Margaret McConnon are co-founders of People First, an international training and consultancy group that runs courses on 'Winning Relationships in the Workplace'. They work with leading companies in Europe and the USA. CONTENTS: About the authors Preface Introduction 1. How the view explains our differences 2. Differences in personality types 3. Fight the difference or celebrate it? 4. Are you building a bridge or a barrier? 5. Understand and manage your feelings 6. Develop your skills and increase your choices 7. Four steps to resolution 8. Preventing conflict Appendices Appendices Bibliography Index Conflict resolution workshop.**

## Encyclopedia of School Psychology

*Springer Science & Business Media* - **One volume-reference work with approximately 250 entries, organized alphabetically for ease of use and of locating subject matter. Each entry will contain 5-8 references as well as a bibliography of references and suggested readings - An authoritative reference text on school psychology that would appeal to, and be understood by, a broad audience. - Will assist individuals in acquiring a general understanding of some of the theories, practices, and language associated with the field of school psychology**

## The Peace Psychology Bulletin

# The Handbook of Conflict Resolution Theory and Practice

*John Wiley & Sons*

## Conflict Resolution Education

### A Guide to Implementing Programs in Schools, Youth-serving Organizations, and Community and Juvenile Justice Settings : Program Report

*DIANE Publishing* **Developed for educators, juvenile justice practitioners, and others in youth-serving organizations to heighten awareness of conflict resolution education and its potential to help settle disputes peacefully in a variety of settings. The guide provides background information on conflict resolution education; an overview of four widely used, promising, and effective approaches; and guidance on how to initiate and implement conflict resolution education programs in various settings. Includes curriculum resources, reading list, glossary and assessment forms. Charts and tables.**

## Early Prevention of Adult Antisocial Behaviour

*Cambridge University Press* **This book presents a comprehensive summary of how well adult crime, antisocial behaviour and antisocial personality disorder can be prevented by interventions applied early in life. It reviews important childhood risk and protective factors for these adult outcomes and the alternative strategies of primary prevention**

(targeting the whole community) and secondary prevention (targeting persons identified as high risk) are discussed. The book also contains extensive information about prevention programmes in pregnancy and infancy, pre-school programmes, parent education and training programmes, and school programmes (including the prevention of bullying). There is special emphasis on preventing the intergenerational transmission of antisocial behaviour by focusing on family violence, and a special review of whether risk factors and prevention programmes have different effects for females compared to males. Cost-benefit analyses of early prevention programmes are also reviewed, leading to the conclusion that adult antisocial behaviour can be prevented both effectively and cost-efficiently.

## Say What's Wrong and Make It Right: Proven Strategies for Teaching Children to Resolve Conflicts on Their Own

*Karen Taylor-Bleiker* **Parents, Grandparents, Childcare Givers, Counselors, Educators, even Business Leaders . . . Do you wish for greater peace in your world? Are you looking for a way to build independent, communicative, caring, problem-solving individuals on their way to becoming successful, happy, contributing members of society? If so, you are going to love Say What's Wrong and Make It Right. Say What's Wrong and Make It Right is an easy-to-learn, hands-on approach to conflict resolution. This process encourages and develops responsibility, assertive communication, and problem-solving skills in children . . . and adults as well. Thirty years of honing and field testing with thousands of children in and out of the classroom have provided the foundation for Say What's Wrong and Make It Right. Parents, educators, and counselors report: - "Our total family communication has improved as a result of using Say What's Wrong and Make It Right." - "Even our youngest students are working toward talking through their problems rather than looking for an adult to solve them."**

## Negotiating Parent-Adolescent Conflict

# A Behavioral-Family Systems Approach

*Guilford Press* Parent-adolescent discord is often handled from a unitary perspective, whether the focus is on enhancing parenting skills, resolving conflicts in family relationships, or working to improve the behavior of the individual child. This important work shows the clinician how to incorporate all of these crucial elements into a single, research-based treatment program. Presented is the authors' influential integration of cognitive-behavioral constructs and family systems theory, grounded in consideration of adolescent developmental concerns. The book describes effective ways to conceptualize and assess the problems of embattled parents and teens; use assessment data in treatment planning; overcome resistance and other therapeutic hurdles; and implement carefully sequenced skills training, cognitive restructuring, and functional/structural interventions. The theoretical and empirical bases of the treatment approach are also discussed in depth.

## Conflict Resolution Skills for Teens

This timely and practical book provides a variety of engaging activities, group discussions, reproducible handouts, and Sharing Circles all designed to help teens develop the knowledge, skills and techniques necessary for effective conflict resolution. In addition, students are given meaningful experiences and information to help them improve their own behaviors while giving them the abilities to deal effectively with others. Use these high-impact activities to provide students with guidance and help in: handling confrontations learning the language of conflict de-escalation coping with anger managing moods and dealing with criticism understanding the rules for fighting fair exploring alternatives to conflict developing the power of listening improving social skills effectively solving problems and making decisions learning the factors that trigger conflict controlling behaviors that lead to misunderstandings and conflict

## Playing with Fire

# Creative Conflict Resolution for Young Adults

*Philadelphia, Pa. ; Gabriola Island, B.C. : New Society Publishers* **Discusses the causes of social conflict, and looks at mediation, reconciliation, and community action**

## The Handbook of Conflict Resolution

### Theory and Practice

*John Wiley & Sons*

## Resources in Education

## Conflict Resolution in Early Childhood

## Helping Children Understand and Resolve Conflicts

*Prentice Hall* **For courses in the Guidance and Management of Young Children. This text examines the nature of conflict among 2- to 8-year-olds from a research-based, constructivist/ecological perspective - integrating themes of caring, building classroom community, connecting curriculum, involving family and community, and responding to the current educational climate. The author thoroughly discusses children's conflicts, emphasizing that peer and community culture make up the foundation for preventing and resolving conflict, and advocates teaching conflict resolution skills via a "three-layer-cake" of understanding, management, and resolution. Coverage presents ways to create a caring classroom - both in physical environment and curriculum, to work with other adults in a child's life, and to implement peer mediation. Throughout, the material stresses the need to understand all children in light of applicable theory and current "best practice" in culturally responsive and inclusive classrooms.**

# Managing Interpersonal Conflict Advances through Meta-Analysis

*Routledge* **Managing Interpersonal Conflict** is a systematic review of conflict research in legal, institutional and relational contexts. Each chapter represents a summary of the existing quantitative social science research using meta-analysis, with contexts ranging from jury selection to peer mediation to homophobia reduction. The contributors provide connections between cutting-edge scholarship about abstract theoretical arguments, the needs of instructional and training pedagogy, and practical applications of information. The meta-analysis approach produces a unique informational resource, offering answers to key research questions addressing conflict. This volume serves as an invaluable resource for studying conflict, mediation, negotiation and facilitation in coursework; implementing and planning training programs; designing interventions; creating workshops; and conducting studies of conflict.

# The Handbook of Conflict Resolution Theory and Practice

*John Wiley & Sons* **Praise for The Handbook of Conflict Resolution** "This handbook is a classic. It helps connect the research of academia to the practical realities of peacemaking and peacebuilding like no other. It is both comprehensive and deeply informed on topics vital to the field like power, gender, cooperation, emotion, and trust. It now sits prominently on my bookshelf." —Leymah Gbowee, Nobel Peace Prize Laureate "The Handbook of Conflict Resolution offers an astonishing array of insightful articles on theory and practice by leading scholars and practitioners. Students, professors, and professionals alike can learn a great deal from studying this Handbook." —William Ury, Director, Global Negotiation Project, Harvard University; coauthor, *Getting to Yes* and author, *The Third Side* "Morton Deutsch, Peter Coleman, and Eric Marcus put together a handbook that will be helpful to many. I hope the book will reach well beyond North America to contribute to the growing worldwide interest in the constructive resolution of conflict. This book offers instructive ways to make this commitment a reality." —George J. Mitchell,

Former majority leader of the United States Senate; former chairman of the Peace Negotiations in Northern Ireland and the International Fact-Finding Committee on Violence in the Middle East; chairman of the board, Walt Disney Company; senior fellow at the School of International and Public Affairs, Columbia University "Let's be honest. This book is just too big to carry around in your hand. But that's because it is loaded with the most critical essays linking the theory and practice of conflict resolution. The Handbook of Conflict Resolution is heavy on content and should be a well-referenced resource on the desk of every mediator—as it is on mine." —Johnston Barkat, Assistant Secretary-General, Ombudsman and Mediation Services, United Nations

## The Complete Adult Psychotherapy Treatment Planner

*John Wiley & Sons*

## Social Work Approaches to Conflict Resolution

## Making Fighting Obsolete

*Routledge* **Social Work Approaches to Conflict Resolution** helps readers understand the nature and causes of conflict and offers suggestions for coping with conflict effectively. It is based on two assumptions: that conflict is a basic part of the life of normal human beings, groups, organizations, communities, and nations, and that resolving conflict is part of the ongoing interventions of all social workers. A practical text for theory-practicum courses for MSW and doctoral students, it is filled with information also useful to therapists, group workers, community workers, administrators, scholars in the social sciences, practitioners in other helping professions, and trainers in the emerging field of conflict resolution itself. Deliberately linking conflict resolution and systems analysis, **Social Work Approaches to Conflict Resolution** tackles a number of related themes to help you see the connections between topics not normally presented together in social work literature. You'll see how unmet needs may cause conflict to evolve and escalate and learn about the connections between strongly held feelings and the destructive relations that have developed between diverse ethnic peoples in many parts of our planet. Author Benjamin Chetkow-Yanoov draws on his own background of being a minority as well as his experience in Arab-Jewish reconciliation in Israel as he offers readers thorough

explanations of: a systems model for analyzing conflict problem-solving versus resolving conflict how value clashes and victimization are some of the basic causes of conflict escalation 9 professional roles required for resolving conflicts the effectiveness of volunteers in conflict resolution teaching conflict resolution skills to various audiences trends in the evolution of voluntary conflict resolution efforts You can apply much of what you learn in *Social Work Approaches to Conflict Resolution* not only to your professional life but also to your personal relationships and experiences. Also, since victimized people and groups are major contributors to the perpetuation and escalation of conflict, the book suggests 10 steps for helping victims free themselves from repeated conflict-generating behaviors.

## Encyclopedia of Violence, Peace, and Conflict

*Academic Press* The *Encyclopedia of Violence, Peace, and Conflict*, a three-volume set written by more than 200 eminent contributors from around the world, takes advantage of increasing, worldwide awareness in the public, private, commercial, and academic sectors about manifestations of violence in all segments of society. While the contributors do not use these volumes to make specific arguments, they do describe and clarify the developments in thought that have led to current theories about and positions on violence and peace. Our reviewers consistently note that while many in-depth studies of war, peace, and aggression exist, the attendant specialization keeps scholars from learning about related fields. No publication competing with the *Encyclopedia of Violence, Peace, and Conflict* can satisfy their need for a vast introductory work to such a diverse and socially-important field. This major work includes more than 190 multidisciplinary articles with over 1,000 cross-references and more than 2,000 bibliography entries for further reading which are arranged alphabetically for easy access. More than 190 multidisciplinary articles with over 1,000 cross-references Article outline and glossary of key terms begin each article Entries arranged alphabetically for easy access Three-volume set with subject index of over 750 entries Articles written by more than 200 eminent contributors from around the world

## Emotional Self-Management and Transfer of Learning in

# a Conflict Resolution Course for Adults

## The Role of Mindfulness

**Conflict resolution education tends to emphasize the analysis of conflict dynamics, and skills for communication and problem-solving. The role of emotions, and practical strategies for one's own emotional self-management have received less attention. Emotional dysregulation in conflict may interfere with the use of learned conflict resolution skills, thus reducing transfer of learning. The study explored the possible influence of mindfulness practice on emotional self-management, and subsequent transfer of learning in interpersonal conflict. This modified qualitative case study involved 15 adult undergraduate students in the researcher's class on "Managing Conflict." Mindfulness practice was included in every class, and subjects kept a journal on their frequency of out-of-class practice. Subjects were interviewed before the start of the class on their ways of handling conflict, and were asked to describe a recent conflict they had been involved in. A post-class interview asked the same questions, as well as exploring subjects' experience of mindfulness.**

## Handbook of Prosocial Education

*Rowman & Littlefield Publishers* **This handbook is the first definitive source on character education, social-emotional learning, and school climate improvement. Each chapter includes discussion of practices and models of education as well as theory and research that grounds these approaches. Case studies add the voices and insights of practitioners with experience in adopting, implementing, and evaluating prosocial education school reform strategies.**

## Marital Satisfaction Among Adult Children of Divorce

# The Connection to Poor Conflict Resolution Skills

The focus of this study is on marital satisfaction among adult children of divorce and how they address conflict in their marriage.

## Understanding Intimate Violence

*Review and Herald Pub Assoc* **Specialists address root causes of violence and the cycle of abuse, verbal/emotional abuse tactics, how and where to get help, how children are affected, the legal system, the pastor's role and the church's responsibility, and recovery programs that work.**

## Classroom Communication and Instructional Processes

## Advances Through Meta-Analysis

*Routledge* **This volume offers a systematic review of the literature on communication education and instruction. Making meta-analysis findings accessible and relevant, the editors of this volume approach the topic from the perspective that meta-analysis serves as a useful tool for summarizing experiments and for determining how and why specific teaching and learning experiences have positive student outcomes. The topics covered here are meaningful and relevant to classroom practice, and each chapter offers a summary of existing quantitative social science research using meta-analysis. With contributions from experienced researchers throughout the communication discipline, this work provides a unique analysis of research in instructional communication. Taken together, the chapters in this volume enhance understanding of behaviors, practices, and processes that promote positive student outcomes. This book is a must-read for scholars, graduate students, and researchers in communication education, and will also be of interest to scholars and researchers in education.**

# Settle Conflicts Right Now!

## A Step-by-Step Guide for K-6 Classrooms

*Corwin Press* **Noting that elementary school students can learn to resolve basic everyday conflicts without resorting to verbal or physical aggression, this empathy-based program provides a foundation for resolving problems without the intervention of mediators or adults and for providing written documentation of the solution for parents, administrators, and teachers. The program is designed to be introduced to a class in three to four 30-minute lessons. Children learn to write or draw why they are upset, exchange papers and learn why the other person is upset, write or draw a possible solution, share solutions with the other person, and mark the other person's paper to indicate what they agree to do to help end the conflict. Chapters 1 and 2 of the book explain how the process works. Chapter 3 shows how to use the process in the classroom. Chapter 4 illustrates how to set up basic conflict resolution centers that can be used in a variety of locations within a school. Chapters 5 and 6 tell how to use the process in group or individual counseling and at home. Included in this guide are lesson plans, reproducible worksheets, and posters that illustrate the conflict resolution process. Appended are samples showing how the technique works and answers to commonly asked questions. (KB)**

# Preventing Problem Behaviors

## A Handbook of Successful Prevention Strategies

*Corwin Press* **This book offers an array of suggested good practice with consistent thinking behind it and teachers and other education professional will find much that both interest and challenges in it. The book has much to teachers not only in the setting of challenging behaviours but also in the wider context of effective classroom practice aimed at preventing problems that become challenging' - Chris Lee, British Journal of Special Education Today, most teachers will tell you that they spend an inordinate amount of time, energy, and effort managing problem behaviours - and that time spent managing behaviour seriously limits the amount of time they can spend teaching. Removing students who**

misbehave from the classroom only displaces the problem, and does nothing to address the school system's responsibility to educate them. This book follows an OSEP-funded (Office of Special Education Programs) project titled **Prevention Strategies That Work**, which covered four years of implementing school-based prevention practices. The effective prevention (NOT intervention) programmes are based on the premise that early response to learning, behaviour, and emotional problems can lead to better outcomes for students. The three fundamental areas addressed are: improving individual behaviours, improving classroom and school-wide conditions, and improving family and community partnerships. This is a strategy book, presenting practices to counter behavioural problems before they get out of hand. They have been tested, adapted, and proven effective in a variety of settings. Each chapter cites the research that supports the recommended practices.

## Handbook of Conflict Management

*CRC Press* **The Handbook of Conflict Management** cuts across theoretical perspectives, strategic models, and situational contexts as the first all-encompassing conflict management reference. A young field in both research and practice, this foundational text sets precedents for furthering academic study and real-world progress in managing diverse instances of c

## The Role of Character Education in America's Schools

Hearing Before the Subcommittee on Early Childhood, Youth, and Families of the Committee on Education and the Workforce, House of Representatives, One Hundred

# Sixth Congress, Second Session, Hearing Held in Washington, DC, March 1, 2000

**This publication covers the hearing held on March 1, 2000, in Washington, DC, before the Subcommittee on Early Childhood, Youth and Families of the Committee on Education and the Workforce of the House of Representatives on the role of character education in U.S. schools. The publication contains the following: "Statement of Mr. Michael N. Castle, Chairman, Subcommittee on Early Childhood Youth and Families, Representative from Delaware"; "Statement of Mr. Dale Kildee, Ranking Member, Subcommittee on Early Childhood, Youth and Families, Representative from Michigan"; "Statement of Ron Kinnamon, Coalition Vice-Chairperson, Character Counts! Coalition"; "Statement of Diane Berreth, Deputy Executive Director, Association for Supervision and Curriculum Development"; "Statement of Esther Schaeffer, Executive Director and CEO, Character Education Partnership"; "Statement of Andrew Shue, Co-Founder, Do Something"; "Statement of Sheldon Berman, Superintendent of Schools, Hudson Public Schools"; "Appendix A--The written statement of Michael N. Castle, Chairman, Subcommittee on Early Childhood, Youth and Families, Representative from Delaware"; "Appendix B--The written statement of Dale Kildee, Ranking Member, Subcommittee on Early Childhood, Youth and Families, Representative from Michigan"; "Appendix C--The written statement of Ron Kinnamon, Coalition Vice-chairperson, Character Counts! Coalition"; "Appendix D--The written statement of Diane Berreth, Deputy Executive Director and CEO, Character Education Partnership"; "Appendix E--The written statement of Esther Schaeffer, Executive Director and CEO, Character Education Partnership"; "Appendix F--The written statement of Andrew Shue, Co-Founder, Do Something"; and "Appendix G--The written statement of Sheldon Berman, Superintendent of Schools, Hudson Public Schools." (BT)**

## Peer Mediation

# Conflict Resolution in Schools : Program Guide

*Research Press* **Program for helping secondary school students acquire skills in conflict resolution.**

## Because We Can Change the World

## A Practical Guide to Building Cooperative, Inclusive Classroom Communities

*Corwin Press* **The achievement of high academic standards is inextricably linked to creating school environments in which students feel welcomed, seen, included, and cared about. This long awaited revision of a highly acclaimed book emphasizes the critical need for teachers and administrators to create warm, welcoming inclusive classroom communities. Author Mara Sapon-Shevin skillfully blends expository text with compelling vignettes, sample classroom activities, and current resources to help teachers actualize her powerful vision of a better world. This book includes: - principles of community building for inclusive classrooms - strategies, resources, and activities that inspire and transform - stories that illustrate inclusive classroom communities.**

## Social Skills Across the Life Span

## Theory, Assessment, and Intervention

*Academic Press* **Social skills are critical to psychological adjustment across the lifespan. These skills are necessary for attaining a variety of important social, emotional, and interpersonal goals. Social skill deficits and resulting negative social interactions are associated with a wide variety of adjustment problems and psychological disorders. Social Skills across the Life Span: Theory is a comprehensive social skills volume providing in-depth coverage of theory, assessment, and intervention. Divided into three major sections, the volume begins with the definition of social**

competence, developmental factors, and relations to adjustment. This is followed by coverage of general assessment and intervention issues across the lifespan. In the third section, program developers describe specific evidence-based interventions. Identifies how social skills influence social competence and well being Addresses the full lifespan Reviews methods to assess and intervene with children and adults Details evidence-based interventions for children and adults

## Cultural Variation in Conflict Resolution

### Alternatives To Violence

*Psychology Press* This volume's central purpose is to provide a clearly written, scholarly exploration of cultural variation regarding conflict resolution and in so doing, highlight certain alternatives to violence. It presents an interdisciplinary examination of how conflicts are perceived and handled in a variety of cultural settings. Drawing on data and models from anthropology, psychology, and political science, the chapters analyze conflict resolution across the societal spectrum, including cases from Western and non-Western traditions, complex and tribal societies, and violent and non-violent cultures. While demonstrating the extremely important impact of culture on conflict resolution processes, the book does not solely emphasize cultural specificity. Rather--through introductory chapters, section introductions, and a concluding chapter--the volume editors draw attention to cross-cultural patterns in an attempt to further the search for more general conflict principles. An explicit message throughout the book is that alternatives to violence exist. The volume demonstrates that at various levels--from the interpersonal to the international-- conflicts can be handled in ways that cause far less pain and destruction than violence. Chapters by psychologists discuss social and cognitive processes for facilitating the learning of alternatives to violence among children and youth. Anthropology contributors explore mechanisms for dealing with social conflict which allow some cultures to remain relatively peaceful and consider implications of their work for reducing violence in other societies. Chapters by former President of Costa Rica, Oscar Arias, and by political scientists examine how non-violent political solutions can be employed as alternatives to warfare and violent resistance.

## The Anatomy of Peace

## Resolving the Heart of Conflict: Easyread Large Bold Edition

*ReadHowYouWant.com*

## Reducing School Violence Through Conflict Resolution

*ASCD* In this book, David and Roger Johnson offer an approach that involves interrelated programs for preventing violence and helping students learn to resolve conflicts constructively. The authors discuss how schools can create a cooperative learning environment where students learn how to negotiate and mediate peer conflicts and teachers use academic controversies to enhance learning.

## The SAGE Handbook of Conflict Communication

## Integrating Theory, Research, and Practice

*SAGE Publications* The **SAGE Handbook of Conflict Communication: Integrating Theory, Research, and Practice** is the first resource to synthesize key theories, research, and practices of conflict communication in a variety of contexts. Editors John Oetzel and Stella Ting-Toomey, as well as expert researchers in the field, emphasize constructive conflict management from a communication perspective which places primacy in the message as the focus of conflict research and practice.

# Resolution