

# Introduction To Conflict Resolution

Since the end of the Cold War, conflict prevention and resolution, peacekeeping and peacebuilding have risen to the top of the international agenda. The third edition of this hugely popular text explains the key concepts, charts the development of the field, evaluates successes and failures, and assesses the main current challenges and debates in the second decade of the twenty-first century. Existing material has been thoroughly updated and seven new chapters added, on conflict resolution in a changing international order; environmental conflict resolution; conflict resolution in the arts and popular culture; conflict resolution, the media and the communications revolution; managing radical disagreement in intractable conflict; theories and critiques of the field; and upcoming challenges and tasks for the next generation. The authors argue that a new form of cosmopolitan conflict resolution is emerging, which offers a hopeful means for human societies to handle their conflicts non-violently and eventually to transcend and celebrate their differences. Part I offers a comprehensive survey of the theory and practice of conflict resolution. Part II sets the field within the context of rapid global change and addresses the controversies that have surrounded conflict resolution as it has entered the mainstream. Contemporary Conflict Resolution is essential reading for students of peace and security studies, conflict management and international politics, as well as for those working in non-governmental organizations and think-tanks.

Designed as a manual, Lang's Guide will help mediators incorporate the values and habits of reflective practice into their professional work in order to become resilient, resourceful and competent practitioners. The book presents practical, easy-to-understand descriptions of

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practitioner thinking and the application of theory and core beliefs.

Commerce is inherently complex and the sums of money involved can be astronomical, so it is no surprise that conflicts and disputes are all too common. There are numerous techniques designed to resolve these problems, and this book summarizes the most important of these, as well as alternative dispute resolution methods. The reader seeking a deeper understanding of these procedures will also find clear explanations of the principles and methods for conflict management, such as negotiation, risk management, mediation and conciliation. As well as outlining these different techniques, guidance on which approach is appropriate in common situations is also given, helping the reader apply what they have learned to the real world. The significance of cultural issues is explained, before the reader is presented with suggestions for how to take these into account. Throughout, the book is illustrated with case studies from examples as diverse as Mumbai's DabbaWalla, The First World War and Terminal 5 at London Heathrow. Written with undergraduate students in mind, this book also serves to give a neat and brief overview for professionals. Those studying or working in commerce generally, construction project management, construction management, and construction law will find this to be an invaluable book.

Conflict Management and Resolution provides students with an overview of the main theories of conflict management and conflict resolution, and will equip them to respond to the complex phenomena of international conflict. The book covers these four key concepts in detail: negotiation mediation facilitation reconciliation. It examines how to prevent, manage and eventually resolve various types of conflict that originate from inter-state and inter-group competition, and expands the existing scope of conflict management and resolution theories by

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examining emerging theories on the identity, power and structural dimensions of adversarial relationships. The volume is designed to enhance our understanding of effective response strategies to conflict in multiple social settings as well as violent struggles, and utilizes numerous case studies, both past and current. These include the Iranian and North Korean nuclear weapons programmes, the war in Lebanon, the Arab-Israeli conflict, civil wars in Africa, and ethnic conflicts in Europe and Asia. This book will be essential reading for all students of conflict management and resolution, mediation, peacekeeping, peace and conflict studies and International Relations in general. Ho-Won Jeong is Professor of Conflict Analysis and Resolution, George Mason University, USA. He has published nine books in the field of international relations, peace and conflict studies. He is also a senior editor of the International Journal of Peace Studies.

This book discusses the following questions: Why are some conflicts so enduring and why is conflict resolution so hard? The author begins by introducing two conflicting perspectives, Skeptics and Believers, to highlight the lack of consensus on conflict resolution. The book further examines the literature on the sources of violent conflict, including ethnic, economic, environmental, and religious sources, and investigates the claim that an absence of knowledge, power, or political will are at the center of conflict resolution failures. By focusing on the problem of state formation, the author demonstrates the ways in which the nature of the state contributes to violent conflict. In the end, conflict resolution fails because individuals, groups, and external powers choose war and often prefer it over peaceful alternatives. Human rights and conflict resolution have been traditionally perceived as two separate fields, sometimes in competition or in tension and occasionally with contradictory approaches towards

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achieving a lasting peace. Although human rights norms have been incorporated and institutionalized by various national, regional, and international organizations that deal with conflict resolution, negotiators and mediators are often pressured in practice to overlook international human rights principles in favor of compliance and more immediate outcomes. The chapters in this volume navigate the relationship between human rights and conflict resolution by fleshing out practical, conceptual, and institutional encounters of the two agendas and engaging with lessons learned and windows of opportunities for mutual learning. Recognizing the increasing relevance of this debate and important gaps in the current research on the topic, this book addresses the following questions: How can we improve our practical and theoretical understanding of the complementarity between human rights and conflict resolution? How would a human rights-based approach to conflict resolution look like? How are international, regional, and national organizations promoting, implementing, and/or adapting to better coordinate between human rights and conflict resolution? Building on empirical evidence from contemporary conflict resolution processes, how have human rights been integrated in different efforts on the ground? What are the main lessons learned in this regard? Examining a wide range of countries and issues, this work is essential reading for human rights, conflict resolution, and security experts including scholars, diplomats, policy-makers, civil society representatives, and students of international politics.

Resolution of Inner Conflict: An Introduction to Psychoanalytic Therapy, Second Edition gives readers a thorough course on how to do psychoanalytic therapy. The authors provide a step-by-step analysis of the key points in the process of psychoanalytic therapy as well as important topics and issues that may arise during therapy. After reviewing the foundations of

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psychoanalytic theory, the authors launch into the practical steps of this therapy, from the initial interview with the client and the structure of therapy through personal responses to the client, transference, resistance, dream interpretation, and termination. The authors then examine important topics such as psychoanalytic therapy with female clients and the application of psychoanalytic concepts to services other than therapy. This indispensable guide is thoroughly supported with references to literature and research on this approach and includes discussions of founders of the field such as Freud as well as the most recent writers on psychoanalytic therapy. The new, thoroughly updated edition is an unsurpassed introduction to this time-tested and effective method of therapy.

Increasing numbers of therapists around the world are discovering the benefits of parts therapy and its variations to help clients get past personal barriers. Variations of parts therapy such as ego state therapy or voice dialogue are already used by many psychotherapists and psychologists who also use hypnosis in their practices. This book will provide therapists with the added knowledge of parts therapy.

Introduction to Conflict Resolution Discourses and Dynamics Rowman & Littlefield  
This book provides a broad framework for scholar-practitioners to assist parties in conflict to collaboratively and comprehensively analyze and address diverse conflicts using all-manner of conflict interventions and theories emerging out of the twin fields of conflict resolution and peace studies. The generalist approach, which emphasizes both 'ways of doing' and skills, as well as 'ways of being' and principles, rests on solid theoretical foundations and evaluation research is

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integral to the approach.

"Filippo Aureli and Frans De Waal have succeeded in cross-fertilizing fields as disparate as ethology and medieval law to create a rich new field of research -- natural conflict resolution. It makes one see conflict resolution among humans through a new and fascinating lens. This is a landmark contribution!"—William Ury, co-author *Getting to YES*, author of *Getting Past No* and *Getting to Peace*

Presenting theories about why humankind, despite its efforts for peace, is in a perpetual state of conflict, the members of the Stanford Center on Conflict and Negotiation consider the obstacles to and processes for harmonious communication

Disputes between peers as well as between supervisors-subordinates happen numerous times a week in the corporate environment. Although the win-win concept is the ideal orientation, the notion that there can only be one winner is constantly being reinforced in some cultures. This kind of mentality can be destructive when communicating with different cultural groups by creating barriers in negotiation, resolution, and compromise; it can also lead the "loser" to feel mediocre. When the win-win orientation is absent in negotiation, different responses to conflict may be observed. *Strategic Approaches for Conflict Resolution in Organizations: Emerging Research and Opportunities* provides

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emerging research on approaches for conflict resolution in organizations whereby it is possible to establish congenial ambiances in different organizations, leading to better outcomes and performance. Featuring coverage on a broad range of topics such as organizational change, leaderships roles, and organizational change, this book is ideally designed for managers, human resources officials, executives, researchers, scholars, professors, industry professionals, and students interested in the current research behind the reduction, elimination, and termination of all forms of organizational conflict.

Written by a distinguished scholar, this book explores themes of culture, identity, and power as they relate to conceptions of practice in conflict resolution and peacebuilding. Among the topics covered are ethnic and identity conflicts; culture, relativism and human rights; post-conflict trauma and reconciliation; and modeling varieties of conflict resolution practice. *Context and Pretext in Conflict Resolution* is the winner of the 2014 Conflict Research Society Book of the Year Prize.

First published in 1999, this volume examines ways in which adversarial relationships can be transformed and reconciled in diverse settings. It is intended to enhance our understanding of the nature of structural transformation as well as the processes for changing psychological relations between adversaries. *Conflict*

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resolution is ingrained in the analysis of inter-group dynamics as well as the process and outcome of negotiating different values and incompatible interests. The Contributors to the volume include Christopher Mitchell, Tarja Väyrynen, Ronald J. Fisher, Louis Kriesberg, Malvern Lumsden, E. Franklin Dukes and Richard E. Rubenstein.

This book brings together over 40 papers presented at the 1992 International Construction Conflict Management & Resolution Conference held in Manchester, UK. Six themes are covered, including alternative dispute resolution, conflict management, claims procedures, litigation and arbitration, international construction, and education and the future. With papers from arbitrators, architects, barristers, civil engineers, chartered surveyors and solicitors, this book represents the first multi-disciplinary body of knowledge on Construction Conflict and will act as a unique source of reference for both legal and construction professionals.

This introductory course text explores the genealogy of the field of conflict resolution by examining three different epochs of the field, each one tied to the historical context and events of the day.

Ho-Won Jeong explains and assesses major approaches to dealing with ethnic conflict, communal violence, inter-state war and social injustice. The book analyses not only the



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sources of violence and conflict, but also how to manage and prevent them. As peace is relevant to improvement in human well-being and the future survival of humanity, the volume encompasses a variety of themes, ranging from alternative security policies, methods of peaceful settlement, human rights, self-determination, environmental politics, global governance and non-violence. Reflecting on the current thinking and drawing lessons from the past, the book can be considered as the most authoritative introduction to the field since the end of the Cold War.

In recent years the terms 'genocide' and 'ethnic cleansing' have not only re-entered our vocabulary, but seem to be accepted as the 'inevitable' consequences of the conflicts that continue to plague the world's landscape. Yet there is still no globally accepted structure through which conflict can be tackled. The first introductory guide to a topic of increasingly vital importance, this book offers a radical new approach to conflict prevention, resolution and diplomacy. Designed for students as well as practitioners and peace negotiators, it provides an overview of conflict in the post-Cold War world, covering key topics such as identifying and assessing early warnings of conflict, the need to take early action, information gathering and analysis; and the need for preventive diplomacy.

"This book integrates research and theoretical findings from multiple disciplines to present a holistic approach to conflict resolution. It highlights the distinctive and compelling nature of conflict resolution studies by including material on interpersonal relationships, family and group functioning, and national and international relations"--

This revised and updated second edition introduces students of violent conflict to a variety of prominent theoretical approaches, and examines the ontological stances and epistemological

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traditions underlying these approaches. Theories of Violent Conflict takes the centrality of the 'group' as an actor in contemporary conflict as a point of departure, leaving us with three main questions: • What makes a group? • Why and how does a group resort to violence? • Why and how do or don't they stop? The book examines and compares the ways by which these questions are addressed from a number of perspectives: primordialism/constructivism, social identity theory, critical political economy, human needs theory, relative deprivation theory, collective action theory and rational choice theory. The final chapter aims to synthesize structure and agency-based theories by proposing a critical discourse analysis of violent conflict. With new material on violence, religion, extremism and military urbanism, this book will be essential reading for students of war and conflict studies, peace studies, conflict analysis and conflict resolution, and ethnic conflict, as well as security studies and IR in general.

'The SAGE Handbook of Conflict Resolution demonstrates the range of themes that constitute modern conflict resolution. It brings out its key issues, methods and dilemmas through original contributions by leading scholars in a dynamic and expanding field of inquiry. This handbook is exactly what it sets out to be: an indispensable tool for teaching, research and practice in conflict resolution' - Peter Wallensteen, Professor of Peace and Conflict Research, Uppsala University and University of Notre Dame

'Bercovitch, Kremenyuk and Zartman are among the most important figures in the conflict resolution field. They have pieced together, with the help of more than 35 colleagues from numerous countries, a state-of-the-art review of the sources of international conflict, available methods of conflict management, and the most difficult challenges facing the individuals and organizations trying to guide us through these conflict-ridden times. The collection is brimming with penetrating insights, trenchant analyses,

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compelling cases, and disciplined speculation. They help us understand both the promise of as well as the obstacles to theory-building in the new field of conflict resolution' - Lawrence Susskind, Professor and Director of the MIT - Harvard Public Disputes Program 'The last three sentences of this persuasive book: "We conclude this volume more than ever convinced that conflict resolution is not just possible or desirable in the current international environment. It is absolutely necessary. Resolving conflicts and making peace is no longer an option; it is an intellectual and practical skill that we must all possess." If you are part of that "we," intellectually or professionally, you will find this book a superb companion' - Thomas C Schelling, Professor Emeritus, Harvard University and University of Maryland Conflict resolution is one of the fastest-growing academic fields in the world today. Although it is a relatively young discipline, having emerged as a specialized field in the 1950's, it has rapidly grown into a self-contained, vibrant, interdisciplinary field. The SAGE Handbook of Conflict Resolution brings together all the conceptual, methodological and substantive elements of conflict resolution into one volume of over 35 specially commissioned chapters. The Handbook is designed to reflect where the field is today by drawing on the contributions of experts from different fields presenting, in a systematic way, the most recent research and practice. Jacob Bercovitch is Professor of International Relations, and Fellow of the Royal Society, at the University of Canterbury in Christchurch, New Zealand. Victor Kremenyuk is deputy director of the Institute for USA and Canada Studies, Russian Academy of Sciences, Moscow. He is also a research associate at IIASA. I. William Zartman is Jacob Blaustein Professor of Conflict Resolution and International Organization at the Nitze School of Advanced International Studies of Johns Hopkins University

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This textbook provides a comprehensive introduction to peace psychology covering interdisciplinary practice, primary psychological topics, core peace studies topics and terrorism. In this edited volume, experts on conflict resolution examine the impact of the crises triggered by the coronavirus and official responses to it. The pandemic has clearly exacerbated existing social and political conflicts, but, as the book argues, its longer-term effects open the door to both further conflict escalation and dramatic new opportunities for building peace. In a series of short essays combining social analysis with informed speculation, the contributors examine the impact of the coronavirus crisis on a wide variety of issues, including nationality, social class, race, gender, ethnicity, and religion. They conclude that the period of the pandemic may well constitute a historic turning point, since the overall impact of the crisis is to destabilize existing social and political systems. Not only does this systemic shakeup produce the possibility of more intense and violent conflicts, but also presents new opportunities for advancing the related causes of social justice and civic peace. This book will be of great interest to students of peace studies, conflict resolution, public policy and International Relations.

The end of the Cold War has changed the shape of organized violence in the world and the ways in which governments and others try to set its limits. Even the concept of international conflict is broadening to include ethnic conflicts and other kinds of violence within national borders that may affect international peace and security. What is not yet clear is whether or how these changes alter the way actors on the world scene should deal with conflict: Do the old methods still work? Are there new tools that could work better? How do old and new methods

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relate to each other? International Conflict Resolution After the Cold War critically examines evidence on the effectiveness of a dozen approaches to managing or resolving conflict in the world to develop insights for conflict resolution practitioners. It considers recent applications of familiar conflict management strategies, such as the use of threats of force, economic sanctions, and negotiation. It presents the first systematic assessments of the usefulness of some less familiar approaches to conflict resolution, including truth commissions, "engineered" electoral systems, autonomy arrangements, and regional organizations. It also opens up analysis of emerging issues, such as the dilemmas facing humanitarian organizations in complex emergencies. This book offers numerous practical insights and raises key questions for research on conflict resolution in a transforming world system.

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,

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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.

*Business, Conflict Resolution and Peacebuilding* examines the actions currently being taken by businesses in areas of violent conflict around the world, and explores how they can make a significant contribution to the resolution of violent conflicts through business-based peacebuilding. This book combines two approaches to provide a comprehensive look at the current state and future of business-based peacebuilding. It marries a detailed study of documented peacebuilding activities with a map of the possibilities for future business-related conflict work and pragmatic suggestions for business leaders, conflict resolution practitioners, and peacebuilding organizations. The use of the label 'business-based peacebuilding' is new and signifies actions business can take beyond

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simple legal compliance or making changes to avoid creating a conflict. Although business-based peacebuilding is new, examples are included from around the world to illustrate that, working together, businesses have a strong contribution to make to the creation of peaceful societies. The book advocates pragmatic peacebuilding, which is not overly concerned with cause-driven models of conflict. Instead, pragmatic peacebuilding encourages an examination of what is needed in the conflict and what can be provided. This approach is free of some of the ideological baggage of traditional peacebuilding and allows for a much wider range of participants in the peacebuilding project. This book will be of much interest to students of peace studies, conflict resolution, international security and business studies, as well as to practitioners and business leaders. Derek Sweetman is Dispute Resolution Director for Better Business Bureau in Washington, DC and Instructor at New Century College, George Mason University, USA.

Understanding Conflict Resolution is a comprehensive introduction to the study of peace and conflict studies. It explores both the historical roots of the study of conflict management, as well as the contemporary settings and the tools available to states, regional and global organizations where these core ideas apply. Drawing on cutting-edge research and examples from around the world,

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the fifth edition includes: Three new chapters on the key threats and hopes emerging post-2010: one-sided violence, including genocide and terrorism; gendering international affairs; and climate challenges stemming from global warming and the danger of nuclear war Brand new case studies focusing on contemporary events and issues: ISIS; Brexit; Nuclear Arms Race; Refugees as a weapon of war. Learning features such as graphs, data sets, a glossary, annotated further reading lists, and access to a companion website full of online resources. This is an essential text for all students, lecturers and researchers of peace and conflict resolution in international relations, global politics and political science.

After years of relative neglect, culture is finally receiving due recognition as a key factor in the evolution and resolution of conflicts. Unfortunately, however, when theorists and practitioners of conflict resolution speak of culture, they often understand and use it in a bewildering and unhelpful variety of ways. With sophistication and lucidity, "Culture and Conflict Resolution" exposes these shortcomings and proposes an alternative conception in which culture is seen as dynamic and derivative of individual experience. The book explores divergent theories of social conflict and differing strategies that shape the conduct of diplomacy, and examines the role that culture has (and has not) played in conflict



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resolution. The author is as forceful in critiquing those who would dismiss or diminish culture's relevance as he is trenchant in advocating conflict resolution approaches that make the most productive use of a coherent concept of culture. In a lively style, Avruch challenges both scholars and practitioners not only to develop a clearer understanding of what culture is, but also to take that understanding and incorporate it into more effective conflict resolution processes."

In real-life conflict resolution situations, one size does not fit all. Just as a mechanic does not fix every car with the same tool, the conflict resolution practitioner cannot hope to resolve every dispute using the same technique. Practitioners need to be comfortable with a wide variety of tools to diagnose different problems, in vastly different circumstances, with different people, and resolve these conflicts effectively. The Conflict Resolution Toolbox gives you all the tools you need: eight different models for dealing with the many conflict situations you encounter in your practice. This book bridges the gap between theory and practice and goes beyond just one single model to present a complete toolbox - a range of models that can be used to analyze, diagnose, and resolve conflict in any situation. It shows mediators, negotiators, managers, and anyone needing to resolve conflict how to simply and effectively understand and assess

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the situations of conflict they face. And it goes a step further, offering specific, practical guidance on how to intervene to resolve the conflict successfully. Each model provides a different and potentially useful angle on the problem, and includes worksheets and a step-by-step process to guide the reader in applying the tools. Offers eight models to help you understand the root causes of any conflict. Explains each model's focus, what kind of situations it can be useful in and, most importantly, what interventions are likely to help. Provides you with clear direction on what specific actions to choose to resolve a particular type of conflict effectively. Features a detailed case study throughout the book, to which each model is applied. Additional examples and case studies unique to each chapter give the reader a further chance to see the models in action. Includes practical tools and worksheets that you can use in working with these models in your practice. The Conflict Resolution Toolbox equips any practitioner to resolve a wide range of conflicts. Mediators, negotiators, lawyers, managers and supervisors, insurance adjusters, social workers, human resource and labour relations specialists, and others will have all the tools they need for successful conflict resolution.

This is the first integrated survey of conflict resolution since the Cold War, offering an ideal introduction to the subject and an authoritative assessment of its

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current stage of development.

In this volume, scholars from different disciplines join together to examine the overlapping domains of conflict and collaboration studies. It examines the relationships between ideas and practices in the fields of conflict resolution and collaboration from multiple disciplinary perspectives. The central theme is that conflict and collaboration can be good, bad, or even benign, depending on a number of factors. These include the role of power, design of the process itself, skill level and intent of the actors, social contexts, and world views. The book demonstrates that various blends of conflict and collaboration can be more or less constructively effective. It discusses specific cases, analytical methods, and interventions, and emphasizes both developing propositions and reflecting on specific cases and contexts. The book concludes with specific policy recommendations for many sets of actors—those in peacebuilding, social movements, governments, and communities—plus students of conflict studies. This book will be of much interest to students, scholars, and practitioners of peace and conflict studies, public administration, sociology, and political science. *From Conflict Resolution to Peacebuilding* is designed to introduce students to the key concepts of conflict resolution from a real world perspective. Covering both micro and macro sites of conflict, it offers ways to resolve conflicts at all

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levels from the interpersonal to the international. Starting with the notion that conflict is a fact of life but peacebuilding is not, this text analyzes protracted conflicts and “wicked problems” and also tackles the harder task of how to resolve conflict and build peace. Hauss’ approach to peace and conflict studies is deeply personal and richly informed. Based on a strong research base and decades of experience in the field, the book offers new paradigms for considering the intractable conflicts in our world. Each chapter provides real world examples, stories, and cases that illustrating practical work at both the grass roots and elite levels. In a world where conflict seems to be on the rise at home and abroad, this text provides students with the tools to deal with conflict constructively in their daily lives, as citizens, and as future professionals in the growing field of conflict resolution. Features: Full suite of textboxes for study and application Key terms and references for further reading Conflict labs to help students apply concepts to real world situations “Out on a Limb” boxes ask readers to consider bold new ideas and paradigm shifts for analyzing conflict and building peace A dynamic range of open access instructor and student resources can be found at the author’s website: [www.chiphauss.info](http://www.chiphauss.info), including: Videos of interviews Curated web links Updates on breaking news Author’s weekly blog Reviews of new books, documentaries, and other publications A discussion forum in which

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students and faculty members can interact with each other and with the author on issues of their choosing Regular video “office hours” with the author

This major Handbook comprises cutting-edge essays from leading scholars in the field of Conflict Analysis and Resolution (CAR). The volume provides a comprehensive overview of the core concepts, theories, approaches, processes, and intervention designs in the field. The central theme is the value of multidisciplinary approaches to the analysis and resolution of conflicts. This consists of moving from the study of analytical approaches to understanding the deep-rooted causes of conflict, to third-party intervention approaches to preventing or ending violence, and to resolving and transforming conflict. The book is divided into four main parts: Part I: Core Concepts and Theories Part II: Core Approaches Part III: Core Practices Part IV: Alternative Voices and Complex Intervention Designs The Handbook of Conflict Analysis and Resolution is a benchmark publication with major importance both for current research and for the future of the field. It will be essential reading for all students of conflict resolution, peace and conflict studies, and International Relations in general, as well as to practitioners in the field.

Introduction to Conflict Studies: Empirical, Theoretical, and Ethical Dimensions is a survey textbook that takes a multidisciplinary approach to the study of the

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nature of conflict, the actions of people in conflict, and the processes used to deal with conflict. The wider goal of the book is to provide the reader with an accurate and balanced view of the main schools of thought on conflict analysis and conflict resolution.

New ways of managing conflict are increasingly important features of work and employment in organizations. In the book the world's leading scholars in the field examine a range of innovative alternative dispute resolution (ADR) practices, drawing on international research and scholarship and covering both case studies of major exemplars and developments in countries in different parts of the global economy. This Handbook gives a comprehensive overview of this growing field, which has seen an explosion of programmes of study in university business and law schools and in executive education programmes.

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