CONFLICT RESOLUTION TRAINING

Suggested Reading List

Getting to Yes: Negotiating Agreement without Giving In by Roger Fisher and William Ury

From Amazon.com: Since its original publication nearly thirty years ago, *Getting to Yes* has helped millions of people learn a better way to negotiate. One of the primary business texts of the modern era, it is based on the work of the Harvard Negotiation Project, a group that deals with all levels of negotiation and conflict resolution.

Getting to Yes offers a proven, step-by-step strategy for coming to mutually acceptable agreements in every sort of conflict. Thoroughly updated and revised, it offers readers a straight- forward, universally applicable method for negotiating personal and professional disputes without getting angry-or getting taken.

Moving Your Church Through Conflict by Speed Leas

From Amazon.com: With this how-to manual written for clergy and lay leaders, learn exactly what to do when conflict arises. Leas' highly acclaimed theory of conflict levels spells out appropriate responses. Easily applicable concepts and practical strategies.

Fierce Conversations: Achieving Success at Work & in Life, One Conversation at a Time *by Susan Scott*

From Amazon.com

The master teacher of positive change through powerful communication, Susan Scott wants you to succeed. To do that, she explains, you must transform everyday conversations at work and at home with effective ways to get your message across—and get what you want. In this guide, which includes a workbook and The Seven Principles of Fierce Conversations, Scott teaches you how to:

- Overcome barriers to meaningful communication
- Expand and enrich relationships with colleagues, friends, and family
- Increase clarity and improve understanding
- Handle strong emotions—on both sides of the table
- Connect with colleagues, customers and family at a deep level

Rising Strong: How the Ability to Reset Transforms the Way We Live, Love, Parent, and Lead *by Brené Brown*

From Amazon.com: Social scientist Brené Brown has ignited a global conversation on courage, vulnerability, shame, and worthiness. Her pioneering work uncovered a profound truth: Vulnerability—the willingness to show up and be seen with no guarantee of outcome—is the only path to more love, belonging, creativity, and joy. But living a brave life is not always easy: We are, inevitably, going to stumble and fall.

It is the rise from falling that Brown takes as her subject in Rising Strong. As a grounded theory researcher, Brown has listened as a range of people—from leaders in Fortune 500 companies and the military to artists, couples in long-term relationships, teachers, and parents—shared their stories of being brave, falling, and getting back up. She asked herself, What do these people with strong and loving relationships, leaders nurturing creativity, artists pushing innovation, and clergy walking with people through faith and mystery have in common? The answer was clear: They recognize the power of emotion and they're not afraid to lean in to discomfort.

Walking into our stories of hurt can feel dangerous. But the process of regaining our footing in the midst of struggle is where our courage is tested and our values are forged. Our stories of struggle can be big ones, like the loss of a job or the end of a relationship, or smaller ones, like a conflict with a friend or colleague. Regardless of magnitude or circumstance, the rising strong process is the same: We reckon with our emotions and get curious about what we're feeling; we rumble with our stories until we get to a place of truth; and we live this process, every day, until it becomes a practice and creates nothing short of a revolution in our lives. Rising strong after a fall is how we cultivate wholeheartedness. It's the process, Brown writes, that teaches us the most about who we are.

Creating a Healthier Church: Family Systems Theory, Leadership and Congregational Life **by Ronald W. Richardson**

From Amazon.com: Ronald W. Richardson helps us to understand how congregations function emotionally. Without being simplistic, he gives clear directions on how to improve their quality of life together and function more effectively in achieving mission goals. This book offers: A theory about human behavior that will aid understanding of how things can get out of control in the human community of the church; A practical set of leadership ideas and behaviors; Guidelines for how to behave in the midst of upsetting and conflictual circumstances; Personal steps that leaders in the church can take to become more positive forces for healing and cooperation.