

Recommended Books in Conflict Management

- Cloke K, Goldsmith J. **Resolving personal and organizational conflict**. Jossey-Bass, New York. 2000.
- Cloke K, Goldsmith J. **Resolving conflicts at work: Ten strategies for everyone on the job**. John Wiley & Sons; 2011.
- Edmondson AC. **The fearless organization: Creating psychological safety in the workplace for learning, innovation, and growth**. John Wiley & Sons; 2018.
- Ferrell J, Boyce D. **The anatomy of peace: Resolving the heart of conflict**. Berrett-Koehler Publishers; 2015.
- Patterson K. **Crucial conversations: Tools for talking when stakes are high**. Tata McGraw-Hill Education; 2002.
- Rosenberg MB, Rosenberg M. **Nonviolent communication**. Sounds True; 2004.
- Schein EH. **Humble inquiry: The gentle art of asking instead of telling**. Berrett-Koehler Publishers; 2013 Sep 2.
- Stone D, Heen S, Patton B. **Difficult conversations: How to discuss what matters most**. Penguin; 2010.
- Stone D, Heen S. **Thanks for the feedback: the science and art of receiving feedback well (even when it is off base, unfair, poorly delivered, and frankly, you're not in the mood)**. Penguin; 2015.

Recommended Articles in Conflict Management

- Edmondson AC, Smith DM. Too hot to handle? How to manage relationship conflict. *California management review*. 2006 Oct;49(1):6-31.
- Gerardi D. Conflict engagement: Emotional and social intelligence. *AJN The American Journal of Nursing*. 2015 Aug 1;115(8):60-5.
- Kim S, Buttrick E, Bohannon I, Fehr R, Frans E, Shannon SE. Conflict narratives from the health care frontline: A conceptual model. *Conflict Resolution Quarterly*. 2016 Mar;33(3):255-77.
- Kim S, Frans E, Bohannon I, Barr K, Buttrick E, Fehr R, Shannon SE. "Hot Seat" Simulation Model for Conflict Resolution: A Pilot Study. *The Journal for Healthcare Quality (JHQ)*. 2018 Jul 1;40(4):177-86.
- Schütte B. Remarkable Reframing. *Journal of Mediation & Applied Conflict Analysis*. 2015;2(2):1-1.