

THE HANDBOOK OF



THEORY and PRACTICE

THIRD **EDITION** Peter T. Morton Coleman

Eric C. Marcus The Hundbrook of Combine Resolution

15247

able of Contents	
Cover	
More Praise for the Handbook of Conflict Resolution	The transfer of
Title Copyright	
Preface	
Introduction	
Part One: Interpersonal and Intergroup Processes	
Chapter One: Cooperation, Competition, and Conflict	
A Theon of Cooperation and Competition	
The Effects of Cooperation and Competition	
Constructive and Destructive Competition	
Pathologies of Cooperation Initiating Cooperation and Competition	
Summary of the Theory of Conflict Resolution	
Implications of the Theory for Understanding Conflict	
Implications for Managing Conflict	
Implications for Training	
Conclusion	
Chapter Two: Justice and Conflict	
The Forms that Injustice Takes	
Implications for Understanding Conflict	
Implications for Training	
Conclusion	
*Chapter Three: A Delicate and Deliberate Journey toward Justice	
Theorizing Justice Frameworks: Denaturalizing Inequality and Pr	<u>ivilege</u>
Rooting Solidarity in (Our) Nature	
Under What Conditions Do Persons of Privilege Challenge Unjust	Social Arrangements
Challenging Inequality, Confronting Privilege	
Conclusion	
Chapter Four: Constructive Controversy	
What is Constructive Controversy?	
Constructive Controversy Theory	
Processes of Interaction	
Structuring Constructive Controversies	
Constructive Controversy and Democracy	
Conclusion	
Chapter Five: Trust, Trust Development, and Trust Repair	
What is Trust?	
A Definition of Trust	
Why Trust is Critical to Relationships	
Managing Trust and Distrust in Conflict Situations	
Conclusion	
Chapter Six: Power and Conflict	
A Discussion of Power	

Components of Power A Situated Model of Power and Conflict

Implications for Training in Conflict Resolution

Chapter Seven: Communication and Conflict

Four Communication Paradigms

Form Versus Substance: Both Matter

Chapter Eight: Language, Peace, and Conflict Resolution Concepts of Language, Peace, and Conflict Resolution

Implications for An Applied Peace Linguistics

Implications for Education for Peaceful Language Use

Language in Peace-Building Teacher Education

Conclusion

Appendix: On Languages

Chapter Nine: The PSDM Model

A Simple Model

Problem Solving

Understanding Problem Solving and Decision Making in Conflict Situations

Implications for Training and Practice

Conclusion

Chapter Ten: Intergroup Conflict

Intergroup Conflict: Sources and Dynamics

Implications for Understanding and Practice

Implications for Training

Conclusion

Part Two: Intrapsychic and Intragroup Processes

Chapter Eleven: Judgmental Biases in Conflict Resolution and How to Overcome Them

BIAS: A Definition

Implications of Negotiator BIAS

Remedying BIAS in Negotiation

Conclusion

Chapter Twelve: Emotion and Conflict

The Nature of Emotions

The Interaction Between Emotion and Conflict

How to Intervene in Conflict, Control Negative Emotions, and Foster Positive Emotions

Conclusion

Chapter Thirteen: Self-Regulation in the Service of Conflict Resolution

<u>Understanding</u> "Willpower"

From Hot to Cool: Enabling Willpower

Interpersonal Conflict

Self-Regulatory Plans and Implementation Strategies

Modeling, Role Play, or Rehearsal

Conclusion

*Chapter Fourteen: Group Decision Making in Conflict

Groupthink and Polythink

The IRAQ War-From Groupthink to Polythink

Conclusion and Policy Implications
Part Three: Personal Differences

*Chapter Fifteen: Natural-Born Peacemakers?

Resolving Conflicts

Negotiating Contracts

Negotiating Boundaries

Questions not Yet Answered

Implications and Applications

Conclusion

Chapter Sixteen: Resolving Intractable Intergroup Conflicts

Direct Social Psychological Approaches to Conflict Resolution

Indirect Social Psychological Approaches to Conflict Resolution

Incremental Beliefs, Negative Trait Judgments About the Out-Group, and Conciliatory

Political Action Tendencies: The Judgment Dimension

Incremental Beliefs, Extreme Intergroup Emotions, and Conciliatory Political Action

Tendencies: The Emotional Dimension

Implications and Future Directions

Chapter Seventeen: Personality and Conflict

Representative Models of Personality

Trait Approaches

Conclusion

Chapter Eighteen: The Development of Conflict Resolution Skills

The Importance of Social-Emotional Learning and Conflict Management

Stage Theories of Early Childhood Development

The Function of Conflict in Early Childhood Development

Middle Childhood

Adolescence

Adulthood

Conclusion

Part Four: Creativity and Change

Chapter Nineteen: Creativity and Conflict Resolution

Evolving Systems Approach

The Shadow Box Experiments

The Importance of Point of View

Chapter Twenty: Some Guidelines for Developing a Creative Approach to Conflict

Creativity Resulting from Conflict

Novel Point of View

Time and Conflict Resolution

Play and Creativity

Individual Work and Collaboration

Techniques for Stimulating Novel Ideas

Conclusion

Chapter Twenty-One: Creativity in the Outcomes of Conflict

Overview: Person, Process, and Product

Integrative Agreement as Creativity

Creative Products: The Structure of Integrative Agreements

Creative Products from Creative Persons in a Creative Process

Conclusion

Chapter Twenty-Two: Change and Conflict

Theoretical Conceptions of the Change Process

Psychological Factors Affecting the Change Process

Some Implications for Training

Conclusion

Chapter Twenty-Three: Changing Minds

An Overview of Persuasion Theory and Research

Persuasion in the Context of Conflict Resolution

Promoting Open-Minded Processing

Chapter Twenty-Four: Learning through Reflection on Experience

The Roots of The Framework in Adult Learning Theory

Our Framework of Learning Through Reflection on Experience

Why Coaches and Facilitators Can be Catalysts for Learning Through Reflection

Encouraging Dialogue and New Ideas in Our Learning Through Reflection on Experience

Framework

Conclusion

Part Five: Culture and Conflict

*Chapter Twenty-Five: The Alchemy of Change

Defining Culture

Cultural Fluency: What is its Importance, and How Does it Work?

Building Cultural Fluency

Neuroscience as Conflict Resolution Resource

Arts-Based Approaches to Conflict Resolution

Implications for Pedagogy

Implications for Theory and Practice

*Chapter Twenty-Six: Indigenous Lessons for Conflict Resolution

Indigenous Knowledge and Practice

Harnessing of Collective Wisdom for Global Conflict Resolution, Justice, and Peace

Applications and Conclusions

*Chapter Twenty-Seven: Multiculturalism and Conflict

Multiculturalism as a Social Movement

Applications of Multiculturalism

A Theoretical Approach to Managing Multicultural Conflict: The Integration-Adaptation

Case Study: Multiculturalism and the Boy Scouts of America

Conclusion

Chapter Twenty-Eight: Cooperative and Competitive Conflict in China

Should the Theory of Cooperation and Competition be Applied in China?

Research Methods in China

East Asian Tests of The Theory

Cross-Cultural Studies

Chinese Values for Conflict Management in China

Leadership in a Hierarchical Society

Developing the Theory Through Research in China

Summary and Conclusion

Part Six: Difficult Conflicts

Chapter Twenty-Nine: Aggression and Violence

Defining Aggression and Violence Thusaries of Aggression and Violence Addressing Aggression and Violence: Implications for Practice Conclusion Chapter Thirty: Intractable Conflict Defining Intractable Conflict Approaches to Addressing Intractable Conflict: Five Paradigms Components of intractable Conflicts A Dynamical Systems Model of Intractable Conflict Ten Guidelines for Altering the Attractor Landscapes of Intractable Conflicts Implications for Training Conclusion "Chapter Thirty One. The Pragmatics of Peace with Justice Inherent Tensions Exploring the Practice Challenges to Synergy Latest Developments Moving Forward: Operationalizing Peace with Justice *Chapter Thirty-Two: Terrorism The Terrorists Terrorist Profiles: The Political, the Religious, the Criminal Terrorists in Action Strategic Options for Engaging Terrorists Knowing the Culture, Psychology, Values and Goals of The Terrorist Group Negotiating with Terrorists Rogue States Trust and Historical Gestures The Victims Media and Public Opinion Negotiation Effectiveness Conclusion Part Seven: Models of Practice *Chapter Thirty-Three: Negotiation Theoretical and Empirical Roots of Integrative Negotiation Why Our Emphasis on Integrative Negotiation? How to do Integrative Negotiation Well in Typical Conflicts How to do Integrative Negotiation Well in Difficult to Resolve Conflicts Conclusion Chapter Thirty-Four: The Mediation of Conflict Theory and Research Implications for Understanding and Managing Conflict Implications for Training Conclusion Chapter Thirty-Five: Teaching Conflict Resolution Skills in a Workshop Insights from Practice Overview of The Coleman Raider Workshop Design

Workshop Objectives and Pedagogy

Seven Workshop Modules

Conclusion
Postscript
*Chapter Thirty-Six: Creating Constructive Communication through Dialogue Dialogic Approach to Communication
Dialogic Approach to Communication
Dialogue Processes
Problems in Communication During Conflict
Preventing and Overcoming Problems in Communication
Creating New Social Worlds Made from Dialogic Communication
*Chapter Thirty-Seven: An Empirically Based Approach to Couples' Conflict
Stage 1: The Discovery of Reliable Patterns of Interaction
Stage 2: Prediction and the Replication of the Prediction
Stage 3: Theory Building, Understanding, and Prevention and Intervention
Summary Of Effectiveness Evidence for Intervention and Prevention
Chapter Thirty-Eight: Managing Conflict through Large Group Methods
What are Large Group Intervention Methods?
Three Types of Large Group Methods
New Frontiers: Applications to Peace Building and Legislative Processes
Conclusion
*Chapter Thirty-Nine: Group Relations and Conflict Resolution
Group Dynamics and Group Relations: A Brief History
Conflict in Groups: A Diagnostic Framework
Case Study: The Case of Pink Power
Toward Conflict Resolution: A Group Relations Model of Intervention
Conclusion
*Chapter Forty: Reconciliation between Groups
The Origins of Violence and Basic Psychological Needs
Security and Reconciliation
The Principles and Practices of Reconciliation
Justice Processes
Moving Toward Forgiveness
The Multiple Processes in Reconciliation
Conclusion
*Chapter Forty-One: Social Networks, Social Media, and Conflict Resolution
Traditional Social Network Analysis
Social Network Research on Conflict
Social Media
Dynamic Network Theory
Conflict Resolution Strategies in Social Networks
Network Conflict Worksheet
International Linkages
Online Dispute Resolution
Conclusion
*Chapter Forty-Two: Using Research Findings in Practice
Doing Research on Conflict Management and Resolution
Communicating Research Findings
Applying Research Findings
Learning Gains
Conclusion

*Chapter Forty-Three: Nonviolent Struggle

Examples of Nonviolent Struggle

Definition of Nonviolent Struggle

Importance of Nonviolent Struggle

Media Coverage of Nonviolent Struggle

The Future of Nonviolent Action

Conclusion

Glossary

Part Eight: Looking to the Future

Chapter Forty-Four: A Framework for Thinking about Research on Conflict Resolution

Types of Research

Audiences for Research

Research Strategies

Research Evaluating Conflict Resolution Initiatives

Conclusion

Chapter Forty-Five: Some Research Frontiers in the Study of Conflict and Its Resolution

Origins and Impact of Conflict

Strategic Choice

Escalation and Intractability

Readiness for Conflict Resolution

Negotiation

Mediation

Conclusion

Concluding Overview

About the Editors

About the Contributors

More from Wiley

Name Index

Subject Index

End User License Agreement