



Suggested Reading List (* recommended for special consideration) (** essential)

- *Abramson, Harold I. (2004) ***Mediation Representation: Advocating in a Problem-Solving Process***, NITA
- *Adams, S (1998) ***What the Fly heard: What Mediators Say Behind Closed Doors***, Conflict Resolution Services
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- Brafman, Ori and Beckstrom, Rod A. (2006) ***The Starfish and the Spider: the Unstoppable Power of Leaderless Organisations***, Portfolio
- Bush, R.A.B and Folger, J.P. (1994) ***The Promise of Mediation***, Jossey Bass
- *Cloke, Kenneth (2008) ***Conflict Revolution, Mediating Evil, War, Injustice and Terrorism: How Mediators Can Help Save the Planet***, Janis Publications
- Cloke, Kenneth (2006) ***Terrorism; The Crossroads of Conflict***, Janis Publications
- **Cloke, Kenneth (2001) ***Mediating Dangerously***, Jossey-Bass
- Cooley, John (2005) ***Creative Problem Solver's Handbook for Negotiators and Mediators***, American Bar Association (www.abanet.org)
- Cordelius & Faire (2003) ***Everyone Can Win – How to Resolve Conflict***, Simon & Schuster
- *Covey, S.R. (1989) ***The 7 Habits of Highly Effective People***, Simon & Schuster
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- De Bono, Edward, ***Conflicts: A Better Way to Resolve Them***, Penguin
- *De Bono, Edward (1990) ***Six Thinking Hats***, Penguin
- *De Bono, Edward (2006) ***Why So Stupid?***, Blackhall Publishing
- Doherty and Guyler (2008), ***The Essential Guide to Workplace Mediation and Conflict Resolution***, Kogan Page
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- **Fisher, R and Ury, W (1991) ***Getting to Yes***, Penguin (2nd Edition)



- *Fisher, Roger and Shapiro, Daniel (2007) ***Building Agreement: Using Emotions as You Negotiate***, Random House
- *Fisher, R and Brown, S (1988) ***Getting Together: Building Relationships as We Negotiate***, Penguin
- Gladwell, Malcolm (2000) ***The Tipping Point: How Little Things Can Make a Big Difference***, Little, Brown and Company
- Goleman, Daniel (1996) ***Emotional Intelligence***, Bloomsbury
- *Heie, Harold (2007) ***Learning to Listen, Ready to Talk: a Pilgrimage Towards Peacemaking***, iUniverse Publications
- Isenhardt, M.W. and Spangle, M.L. (2000) ***Collaborative Approaches to Resolving Conflict***, Sage
- Jones, Morgan (1998) ***The Thinker's Toolkit, 14 Powerful Techniques for Problem Solving***, Three Rivers Press
- *Mackie, Karl J; Miles, David; Marsh, William; Allen, Tony (2007) ***Commercial Dispute Resolution – The ADR Practice Guide***, Butterworths (3rd Edition)
- *Mayer, Bernard (2009) ***Staying with Conflict: a Strategic Approach to Ongoing Disputes***, Jossey-Bass
- Mayer, Bernard (2005) ***Beyond Neutrality: Confronting the Crisis in Conflict Resolution***, Jossey Bass
- Monberg, Tina (2007) ***Handbook of Human Conflict Technology***, T Monberg/Paragon
- Moore, Christopher W. (2003) ***The Mediation Process: Practical Strategies for Resolving Conflict***, Jossey Bass
- Nesic, M and Boulle, L (2000) ***Mediation: Principles Process Practice***, Butterworths
- Newmark, C. and Monaghan, A. (2005) ***Butterworth's Mediators on Mediation***, Tottel
- Patterson, Grenny and others (2002). ***Crucial Conversations***, McGraw Hill
- *Pel, Machteld (2008), ***Referral to Mediation***, Sdu Uitgevers
- *Picker, Bennett G (2003), ***Mediation Practice Guide***, American Bar Association (2nd edition)
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- *Rosenberg Marshall B (2000) ***Nonviolent Communication – a Language of Compassion***, PuddleDancer Press, California
- Schutte, Brendan (2003) ***Fixing the Fighting***, Oak Tree Press
- *Stitt, Alan (2004) ***Mediation: A Practical Guide***, Cavendish
- *Stone, Patton and Heen (2000) ***Difficult Conversations***, Penguin



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Thompson, Leigh L. (2005) ***The Heart and Mind of the Negotiator***, Pearson Prentice Hall (3rd Edition)

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Ury, William (1999) *The Third Side: Why We Fight and How We Can Stop***, Penguin

*Ury, William (2007) ***The Power of a Positive No***, Hodder & Stoughton

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