

## **A Brief Annotated Bibliography on Mediation Resources for University Administrators**

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Maintained by **Community Rights & Responsibilities**  
Last Updated July, 2004*

**Augsburger, D.W. (1992). *Conflict mediation across cultures: Pathways and Patterns.***

**Louisville: Westminster John Know Press.**

Although not designed for higher education, this book is an excellent resource for understanding conflict across culture, and how it will impact the mediation process. This book examines issues such as power imbalances, anger, and gender differences across cultures.

**Baruch Bush, R.A., Folger, J.P. (1994). *The promise of mediation: Responding to conflict through empowerment and recognition.* San Francisco: Jossey-Bass Publishers.**

This book explores the transformational approach to the mediation process, suggesting that mediation need not be focused only on “problem-solving”. It reviews the evolution of mediation and provides a framework for future practitioners. This book is not specifically intended for higher education audiences.

**Cheldelin, S. I., Lucas, A. F. (2004). *Academic administrators guide to conflict resolution.* San Francisco: Jossey-Bass Publishers.**

This book is a resourceful guide for higher education administrators. This is a helpful tool not only for interpersonal conflict resolution tips, but also intrapersonal conflict resolution which is often underestimated.

**Cohen, R. (1999). *The school mediator's field guide*. Massachusetts: School Mediation Associates.**

This book focuses on how to mediate conflict situations such as sexual harassment, prejudice, homophobia and more. Each chapter gives a description of the issue, and then give helpful information on how to mediate the conflict.

**Fisher, R., Ury, W. (1991). *Getting to yes: Negotiating agreement without giving in*. New York: Penguin Books.**

This book is excellent for negotiating strategies. The book allows the reader to understand the negotiating process in the proper format. The book is outlined properly to make it easier to understand. However, this book is not designed specifically for a higher education setting.

**Folberg, J., Taylor, A. (1984). *Mediation: A comprehensive guide to resolving conflicts without litigation*. San Francisco: Jossey-Bass Publishers.**

An earlier work on the benefits of utilizing mediation. This work explores the history of mediation and the nature of conflict, as well as detailing the styles of mediation and the practice of the mediation process. Very thorough, though not designed specifically for higher education.

**Kolb, D.M. and Associates. (1994). *When talk works: Profiles of mediators*. San Francisco: Jossey-Bass Publishers.**

This work shares the perspectives of various mediators on the profession of being a mediator, the uses of mediation, and how to further incorporate conflict resolution methods into existing dispute resolution structures.

**Levine, S. (1998). *Getting to resolution: Turning conflict into collaboration*. San Francisco: Berrett-Koehler Publishers, Inc.**

Levine describes his seven step plan to conflict resolution. The seven steps are easy to understand, and supported to work. Levine also illustrates how important resolution is between a couple, group, and self.

**Moore, C. W. (1996). *The mediation process: Practical strategies for resolving conflict* (2<sup>nd</sup> ed.). San Francisco: Jossey-Bass Publishers.**

This book is the most comprehensive book to date on the mediation process. The book is divided into four main parts that clearly illustrates the mediation process in great detail. This book was not designed for higher education.

**Myers, S., Filner, B. (1997). *Conflict resolution across cultures: From talking it out to third party mediation*. Massachusetts: Amherst Educational Publishing.**

This is a resourceful book that focuses on the importance of culture differences, and how that can affect conflict resolution. This book also provides information about mediation concerning family, business, and neighborhoods, along with the different types of mediation.

**Olshak, R. (2001). *Mastering Mediation: A guide for training mediators in a college and university setting*. Pennsylvania: LRP Publications.**

This book is currently the only published training curriculum designed specifically for higher education mediation. It includes both a basic mediation track, as well as an advanced training track and numerous role play exercises.

**Phillips, B.A. (2001). *The Mediation Field Guide: Transcending litigation and resolving conflicts in your business or organization*. San Francisco: Jossey-Bass Publishers.**

This book discusses the benefits that mediation provides in terms of avoiding more adversarial processes. It also includes practical strategies for the mediation process, including how to identify mediators appropriate for a specific situation or dispute. This book was not designed with a higher education focus.

**Ury, W.L., Brett, J. M., & Goldberg, S.B. (1988). *Getting disputes resolved: Designing systems to cut the costs of conflict*. San Francisco: Jossey-Bass Publishers.**

This book is a useful guide in how to create personal conflict resolution systems that will work. This book is also very resourceful as to how to design a formal conflict resolution system. This book also examines arbitration and negotiation, in addition to mediation.

**Ury, W. (1991). *Getting past no: Negotiating your way from confrontation to cooperation*. New York: Bantam Books.**

This book is a follow-up guide to the book, *Getting to yes: Negotiating agreement without giving in*. Although this book is not for educational purposes, it is an excellent resource as a practical guide for negotiating. This book clearly outlines five steps for negotiating.

**Warters, W.C. (2000). *Mediation in the campus community: Designing and managing effective programs*. San Francisco: Jossey-Bass Publishers.**

This book is the best resource on the practical strategies for developing a campus mediation program. It illustrates an organized outline for why mediation is needed for conflict resolution in higher education, and then proceeds with how to create and maintain the mediation program. This book is a highly advanced version of *Peaceful Persuasions*, the original higher education guide produced by the National Association for Mediation in Education (NAME, now defunct).

**Weeks, D. (1992). *The eight essential steps to conflict resolution: Preserving relationships at work, at home, and in the community*. New York: G.P. Putnam's Sons.**

This is a book that focuses on how to resolve conflicts within oneself, and relationships surrounding oneself. Weeks also critiques the five most popular approaches to conflict resolution, and then provides a successful eight step plan to conflict resolution.

**Williams, A. (1995). *Tales from the dragon's cave*. Nevada: The Waking Light Press.**

This is a good book when dealing with k-12 education. This book is able to discuss conflict resolution in a nonviolent manner. This book is a useful tool for younger children because it demonstrates how to resolve conflict in a way that is excited and easy to understand.

**Wilmot, W. W., Hocker, J. L. (2001). *Interpersonal conflict* (6<sup>th</sup> ed.). Boston: McGraw Hill.**

This book is the best introduction to conflict, including the best definition of conflict. This is because the book is divided into two parts: The first part is defining and understanding what conflict is, while part two illustrates how to deal with conflict. This book was not designed specifically for higher education, but is considered a seminal work in conflict management.

**Zdziarski, E. L. (1998). The administration of campus discipline: Student, organizational and community issues. In B.G. Paterson & W.L. Kibler (Eds.). *Alternative dispute resolution: A new look at resolving campus conflict* (pp. 237-252). United States: College Administration Publications, INC.**

This book chapter is recommended because of its elaboration on how to resolve campus conflicts. Also, FIGURE 1 is a very helpful illustration that reinforces different choices available when trying to handle conflict resolution, which is discussed in the chapter.