

MANAGING CONFLICT — a bibliography in progress

Boers, Arthur Paul, **NEVER CALL THEM JERKS, Healthy Responses to Difficult Behavior**, Alban Institute, 1999 — The subtitle says it succinctly. Boers challenges the prevailing habit of targeting persons as problems and teaches instead how to understand and address situations systemically.

Johnson, Barry, **POLARITY MANAGEMENT, Identifying and Managing Unsolvable Problems**, HRD Press, 1992 — the groundbreaking work on conflicts that can be managed but cannot be resolved because each side is an alternative truth, half of a whole reality.

Leas, Speed B., **MOVING YOUR CHURCH THROUGH CONFLICT**, Alban Institute, 1985 — a how-to manual, written for clergy and lay leaders on site. Downloadable online from the Alban bookstore website at www.alban.org. Speed's *magnum opus* on church conflict management from his lifework in this field still awaits his finding time from consulting, even in retirement, to write it.

Rendle, Gil, **BEHAVIORAL COVENANTS IN CONGREGATIONS: A Handbook for Honoring Differences**, Alban Institute, 1999 — a new classic on a powerful tool for maintaining healthy congregations.

Rendle, Gil, **LEADING CHANGE IN THE CONGREGATION: Spiritual and Organizational Tools for Leaders**, Alban Institute — attends to the kind of change that tears at a community's very fabric.

Rosenberg, Marshall B., **NONVIOLENT COMMUNICATION, A Language of Life**, PuddleDancer Press (2nd ed: 2003) — Rosenberg's seminal work on how to reframe personal communication so to deepen human relationship and enhance understanding.

Scott, Gini Graham, **RESOLVING CONFLICT WITH OTHERS AND WITHIN YOURSELF**, New Harbinger Publications, Inc., 1990 — helpful in understanding the dynamics and resolving conflict for individuals as well as organizations. It explores issues around difficult people and managing conflict at levels 3-4.

Steinke, Peter L., **HEALTHY CONGREGATIONS: A Systems Approach**, Alban Institute, 1996 — uses the family systems model developed by Murray Bowen (and originally applied to congregations by Edwin Friedman) to illuminate church dynamics. Easy to read, like a handbook.

Steinke, Peter L., **CONGREGATIONAL LEADERSHIP IN ANXIOUS TIMES: Being Calm and Courageous No Matter What**, Alban Institute, 2006 — inspires courage in leaders to maintain the course, unearth secrets, resist sabotage, withstand fury, and overcome timidity and doubts; a useful and usable handbook.

Stone, Douglas, Bruce Patton & Sheila Heen, **DIFFICULT CONVERSATIONS: How to Discuss What Matters Most**, Penguin, 1999 — provides a step-by-step method for engaging difficult conversations with less stress and greater success; invaluable. The authors are members of the Harvard Negotiation Project, as are William Ury (below) and Roger Fisher. An adult study guide is available on-line.

Ury, William L., **THE THIRD SIDE: Why We Fight and How We Can Stop**, Penguin, 1999 — devotes focused attention to Gandhi's vital principle of discovering a point of view that incorporates opposing sides. Co-author with Roger Fisher of **GETTING TO YES**, an earlier classic in this field.

Whitney, Diana, & Amanda Trosten-Bloom, **THE POWER OF APPRECIATIVE INQUIRY: A Practical Guide to Positive Change**, Berrett-Koehler Publishers, 2003 — a solid introduction to this new and invigorating approach to transforming an organization, beginning person-to-person, one-on-one. (Amanda Trosten-Bloom is UU.)