**Report On…**

**"Conflict Resolution"**

**Development And Strategy**

**<<Insert Your Name, photo, logo, URL and/or branding here>>**

**Disclaimer:** The information contained in this report is based on personal business experiences. Your results are not guaranteed in any way. Your results are determined entirely by your own actions and circumstances.

The following report will provide an extensive overview of online resources and information for online marketers regarding the fundamentals of Conflict Resolution. **Being able to successfully resolve conflicts is a key skill for both business and life**.

**<<Insert Name>>**

**Keyword Analysis**

|  |  |  |  |
| --- | --- | --- | --- |
| **Keywords** | **Competition** | **Global Monthly Searches** | **Approximate CPC** |
| conflict resolution | Medium | 33,100 | $2.32 |
| reconciliation | Low | 90,500 | $5.13 |
| conflict resolution strategies | Medium | 2,900 | $2.25 |
| conflict resolution techniques | Low | 1,900 | $1.81 |
| conflict resolution training | High | 1,300 | $4.67 |
| conflict resolution in the workplace | Medium | 1,600 | $2.74 |
| what is conflict resolution | Medium | 1,900 | $1.62 |
| conflict resolution activities | Medium | 2,400 | $2.70 |
| conflict and resolution | Low | 390 | $2.60 |
| conflict resolution courses | High | 260 | $4.03 |
| conflict resolution styles | Low | 720 | $2.22 |
| conflict resolution in schools | Medium | 170 | $1.98 |
| methods of conflict resolution | Medium | 320 | $0.33 |
| conflict management and resolution | Medium | 210 | $0.47 |
| conflict and conflict resolution | Medium | 140 | $0.93 |
| conflict resolution process | Low | 390 | $1.31 |
| conflict resolution tips | Low | 210 | $1.44 |
| types of conflict resolution | Medium | 210 | $1.13 |
| workplace conflict resolution strategies | Medium | 140 | $2.06 |
| conflict analysis and resolution | Low | 210 | $1.36 |
| teaching conflict resolution | Medium | 110 | $1.85 |
| interpersonal conflict resolution | Medium | 140 | $2.97 |
| conflict resolution in marriage | Medium | 170 | $0.03 |
| articles on conflict resolution | Medium | 90 | $1.71 |
| nonviolent conflict resolution | Low | 90 | $9.00 |
| conflict resolution approaches | Low | 110 | $1.61 |
| conflict resolution negotiation | Medium | 70 | $3.79 |
| peaceful conflict resolution | Low | 70 | $1.42 |
| reconciliation meaning | Low | 9,900 | $3.38 |
| conflict management strategies | Medium | 2,900 | $2.62 |
| conflict resolution in business | Medium | 50 | $2.02 |
| conflict resolution in relationships | Low | 140 | $1.23 |
| how to resolve conflict | Low | 1,900 | $1.47 |
| dealing with conflict | Low | 1,600 | $1.96 |
| how to handle conflict | Low | 1,000 | $0.91 |
| how to deal with conflict | Low | 1,000 | $1.49 |
| conflict resolution training materials | High | 30 | $1.44 |
| stages of conflict resolution | Medium | 110 | $1.67 |
| how to manage conflict | Medium | 590 | $0.92 |
| what is conflict resolution skills | Medium | 70 | $2.53 |
| resolve conflict | Low | 480 | $1.89 |
| conflict resolution video | Low | 90 | $4.07 |
| conflict avoidance | Low | 590 | $0.01 |
| resolving conflict in the workplace | Low | 590 | $3.32 |
| reconciliation process | Low | 480 | $0.01 |
| levels of conflict | Low | 590 | $0.51 |
| models of conflict resolution | Low | 50 | $1.22 |
| activities for conflict resolution | Medium | 50 | $1.80 |
| stages of conflict | Low | 720 | $0.72 |
| resolving conflicts | Medium | 390 | $1.51 |

**100 Blog Posts About Topic**

1. <http://lenski.com/blog/hope-in-the-face-of-conflict/>
2. <http://creativeconflictwisdom.wordpress.com/the-creative-conflict-model/>
3. <http://www.psychologytoday.com/blog/resolution-not-conflict/201211/what-makes-conflict-how-are-conflicts-resolved>
4. <http://www.n2growth.com/blog/conflict-resolution/>
5. <http://www.peace-catalyst.net/blog/post/five-core-competencies-of-conflict-resolution-part-one>
6. <http://www.peace-catalyst.net/blog/post/five-core-competencies-of-conflict-resolution-part-two:-lovingly-reprove>
7. <http://www.peace-catalyst.net/blog/post/five-core-competencies-of-conflict-resolution-part-three:-accept-reproof>
8. <http://www.peace-catalyst.net/blog/post/five-core-competencies-of-conflict-resolution-part-four:-ask-for-forgiveness>
9. <http://www.peace-catalyst.net/blog/post/five-core-competencies-of-conflict-resolution-part-five:-forgive-others>
10. <https://www.opensesame.com/blog/office-feel-boxing-match-try-our-conflict-resolution-techniques>
11. <http://www.sfhgroup.com/blogs/news_and_articles/2013/11/26/tips-to-improve-your-conflict-resolution-skills/>
12. <http://www.purposedriven.com/blogs/dailyhope/index.html?contentid=11051>
13. <https://www.udemy.com/blog/conflict-resolution-activities/>
14. <http://blog.kevineikenberry.com/leadership/before-conflict-resolution-conflict-confidence/>
15. <http://www.convergencemediation.com/blog/1428/conflict-resolution-strategy/>
16. <http://hr.toolbox.com/blogs/leadership-team/five-steps-to-conflict-resolution-54163>
17. <http://www.tallahasseegrapevine.com/blog/view/id_3099/title_3-steps-to-prepare-for-conflict-resolution/>
18. <http://integrityhr.com/conflict-resolution-201-how-to-stand-up-for-yourself-without-starting-a-fight/>
19. <http://www.fightyourcase.com/blog/2012/06/managing-conflict/>
20. <http://personal.sherrycampbellgroup.com/Blog/tabid/1890/Article/864/strategies-for-conflict-resolution.aspx>
21. <http://www.joyceweiss.com/5-steps-to-conflict-resolution-i-111.html>
22. <http://www.huffingtonpost.com/joyce-marter-/conflict-resolution_b_4565052.html>
23. <http://www.huffingtonpost.com/joyce-marter-/conscious-relationships_b_4504510.html>
24. <http://www.loveisrespect.org/dating-basics/healthy-relationships/conflict-resolution>
25. <http://blog.talkdesk.com/12-conflict-resolution-tips-for-excellent-customer-service>
26. <http://www.astd.org/Publications/Blogs/Workforce-Development-Blog/2012/10/Conflict-Management-Tips-for-a-More-Engaged-Workforce>
27. <http://blog.dalecarnegie.com/customerservice/customer-service-tips-conflict-resolution-with-an-upset-customer/>
28. <http://www.qtcomments.com/blog/customer-service-conflict-management-tips>
29. <http://blog.travelworldpassport.com/5-tips-resolve-conflict-road-gets-control/>
30. <http://www.past-transgressions.com/blog/steps-for-resolving-conflicts-in-your-workplace/>
31. <http://www.past-transgressions.com/blog/how-can-negotiation-help-in-resolving-conflicts/>
32. <http://www.conflicttopeaceinrelationships.com/conflict-resolution-how-to-resolve-conflict-quickly/>
33. <http://katenasser.com/conflict-resolution-how-stay-calm-people-skills/>
34. <http://wisepropertysolutions.com/4-tips-for-effective-conflict-resolution/>
35. <http://www.mindfulmediation.com.au/workplace-conflict-resolution/>
36. <http://blogs.hbr.org/2013/12/conflict-strategies-for-nice-people/>
37. <http://www.creditunions.com/blogs/off-the-cuff/6-tips-for-better-conflict-resolution/>
38. <http://www.focusonthefamily.com/lifechallenges/relationship_challenges/conflict_resolution/tips_and_tools_for_healthy_conflict_resolution.aspx>
39. <http://blogs.psychcentral.com/success/2014/01/10-more-tips-for-resolving-conflict/>
40. <http://voicendata.net/blog/how-to-resolve-conflict-resolution-in-the-workplace/>
41. <http://www.wisegeek.com/what-are-the-best-tips-for-team-conflict-resolution.htm>
42. <http://dalecarnegiewesternct.blogspot.com/2013/05/tip-441-4-simple-conflict-resolution.html>
43. <http://darlenelancer.com/blog/24-tips-to-positive-conflict>
44. <http://quickbase.intuit.com/blog/2012/12/03/how-to-resolve-a-conflict-with-a-colleague/>
45. <http://myofficetool.wordpress.com/2012/06/25/conflict-101-3-tips-for-resolving-office-conflicts/>
46. <http://www.etiquetteoutreach.com/blog_new-york-etiquette-guide/bid/82162/Workplace-Etiquette-Top-9-Tips-to-Effective-Conflict-Resolution>
47. <http://www.conflictresolution.org/successful-conflict-management-tips/>
48. <http://blog.eonetwork.org/2012/12/secrets-to-effective-conflict-resolution/>
49. <http://www.octanner.com/blog/2012/07/conflict-resolution/>
50. <http://blog.emergentconsultants.com/2012/06/04/four-tips-for-managers-to-resolve-employee-conflicts/>
51. <http://www.livestrong.com/article/287646-workplace-conflict-resolution-strategies/>
52. <http://www.businessknowhow.com/manage/resolveconflict.htm>
53. <http://www.practical-management-skills.com/conflict-resolution-tips.html>
54. <http://psychologicalgrowth.com/site-articles/conflict-resolution/>
55. <http://healthyrams.wordpress.com/2013/09/26/is-your-relationship-in-a-pickle-important-tips-for-conflict-resolution/>
56. <http://blog.employeedevelopmentsystems.com/bid/90766/A-Meditative-Approach-to-Conflict-Resolution>
57. <http://www.pmpconnect.com/_blog/Company_Blog/post/Management_Scenario_-_Tips_for_Resolving_Interpersonal_Conflicts/>
58. <http://www.lifehack.org/articles/communication/7-sure-fire-tips-for-conflict-resolution.html>
59. <http://www.gregatchison.com/10-additional-tips-for-effective-conflict-resolution/>
60. <http://www.jobjasoos.com/blog/conflict-at-workplace-8-tips-for-the-conflict-resolution/>
61. <http://biginterview.com/blog/2013/09/behavioral-interview-questions-conflict.html>
62. <http://internships.about.com/od/internshipsuccess/a/Handling-Conflict-In-The-Workplace.htm>
63. <http://www.pnet.co.za/blog/?p=657>
64. <http://work.chron.com/interview-answers-handle-conflict-8623.html>
65. <http://www.realestatezebrablog.com/2013/05/23/dealing-with-conflict-use-the-conflict-formula/>
66. <http://www.cornerstonedynamics.com/10-tips-for-handling-conflict/>
67. <http://www.johnmaxwell.com/blog/the-ten-commandments-of-handling-conflict>
68. <http://blog.readytomanage.com/conflict-resolution-strategies/>
69. <http://www.conflictdynamics.org/blog/2012/06/patience-during-conflict/>
70. <http://www.conflictdynamics.org/blog/2012/06/confidence-in-resolving-conflicts/>
71. <http://www.conflictdynamics.org/blog/2013/07/slowing-down-and-reflecting-on-conflict-2/>
72. <http://www.anneloehr.com/leadership-guide-for-managing-conflict-part-1-five-conflict-management-styles/>
73. <http://www.anneloehr.com/leadership-guide-for-managing-conflict-part-2-what-conflict-handling-styles-to-use-when/>
74. <http://proedgeconsulting.ca/handling-workplace-conflict/>
75. <http://gulfnews.com/life-style/education/great-tips-to-handle-conflicts-1.1188046>
76. <http://medicalofficetoday.com/Content_Free/How-to-Handle-Conflict-with-Office-Neighbors.aspx>
77. <http://www.fastcompany.com/1810877/conflict-workplace-cant-we-just-put-everyone-time-out>
78. <http://www.trainingfolks.com/blog/bid/295615/Training-Consultants-Dealing-with-Conflict>
79. <http://donnacardillo.com/articles/sevenstrategies/>
80. <http://www.maria-johnsen.com/multilingualSEO-blog/tag/handling-conflict/>
81. <http://goldtree.co.za/blog/handle-conflict-resolution-on-social-media-like-a-pro-update/>
82. <http://winterwyman.com/blog/how-resolve-conflict-your-boss>
83. <http://www.angerdefense.com/blog/5-tips-for-handling-conflict-in-the-workplace-or-anywhere-else/>
84. <http://leadingwithtrust.com/2012/10/07/five-ways-to-manage-conflict-before-it-manages-you/>
85. <https://www.totalmerchantconcepts.com/tmc-blog/2-general/197-dealing-with-conflict>
86. <http://buildmybiz.com/material/conflict-resolution-importance/>
87. <http://christinekane.com/how-to-deal-with-unexpected-conflict-in-your-business/>
88. <http://www.prolificliving.com/handling-conflict-effectively/>
89. <http://www.carolthecoach.com/articles/conflict/formulaforconflict.htm>
90. <http://www.selfgrowth.com/articles/How_to_Handle_Conflict.html>
91. <http://www.wikihow.com/Manage-Conflict>
92. <http://www.theleadershiphub.com/blogs/conflict-styles>
93. <http://www.va.gov/ADR/4SConflict.asp>
94. <http://lmlrn.com/6-ways-to-deal-with-conflict/>
95. <http://blog.vistage.com/communication/five-ways-to-manage-conflict/>
96. <http://www.ehow.com/how_4738981_handle-conflict-subordinate-work.html>
97. <http://www.christinespeaks.com/conflict/conflict-can-destroy-you-or-make-you-great>
98. <http://www.evspedia.ro/wiki/ways-of-managing-conflict>
99. <http://www.canadianliving.com/blogs/life/2013/12/12/how-to-handle-conflict-at-the-office/>
100. <http://www.positiveparentingconnection.net/15-positive-strategies-for-dealing-with-conflicts-arguments-back-talk/>

**7 Forum Posts About Topic**

1. <http://forums.psychcentral.com/work-careers/297965-conflict-workplace.html>
2. <http://personalitycafe.com/infj-forum-protectors/171583-can-we-really-not-handle-conflict-well-i-think-not.html>
3. <http://www.dxpnet.com/opinion/relationships/how-do-you-handle-conflict-with-4608277.asp>
4. <http://forums.redflagdeals.com/what-your-method-dealing-conflict-personality-clash-work-1335357/>
5. <http://www.socialanxietysupport.com/forum/f35/can-you-handle-conflict-110298/>
6. <http://www.infjs.com/forums/showthread.php?t=22125&page=3>
7. <http://www.collegenet.com/elect/app/app?service=external/Forum&sp=41939>

**50 Youtube Videos About Topic**

1. <http://youtu.be/DSGy5yvC0hM> - Conflict Resolution in 6 Simple Easy Steps
2. <http://youtu.be/4lRnrzoQ3GU> - Conflict Resolution Steps. Watch this before trying to solve arguments with your partner.
3. <http://youtu.be/dgnBQZftjfc> - Conflict Resolution Presentation
4. <http://youtu.be/dwqvZiTIdeE> - Project Leadership 101: Conflict Resolution
5. <http://youtu.be/76sy13_dZBs> - Teaching Kids Conflict Resolution - Pamela Varady, Psychologist
6. <http://youtu.be/oaeY8W3CQWY> - Conflict at Work - Nonviolent Communication, Ways to Resolve Conflict and Conflict Avoidance
7. <http://youtu.be/RZstJqzMhFM> - Workplace Conflict Resolution - Introduction from Catherine Gillespie
8. <http://youtu.be/eoPj7F0gFtU> - 5 Steps to Peaceful Conflict Resolution
9. <http://youtu.be/y84fNg8zbj0> - December BPM V - Dr. Kimberly Alyn - Conflict Resolution Techniques
10. <http://youtu.be/TOiwP04x8V8> - Conflict Resolution - Thinking it Through
11. <http://youtu.be/AGKp0nS6LjA> - Conflict Resolution: A Range of Approaches
12. <http://youtu.be/_H7Fn9TMp0M> - ABC Guide to Workplace Conflict Resolution - (Part 1) Overview
13. <http://youtu.be/aedQeW_zm5A> - ABC Guide to Workplace Conflict Resolution - (Part 2) Resolution Architecture
14. <http://youtu.be/zsctmwBgJS0> - ABC Guide to Workplace Conflict Resolution - (Part 3) Resolution Building Blocks
15. <http://youtu.be/qT8bQ_Yj-Iw> - ABC Guide to Workplace Conflict Resolution - (Part 4) Resolution Climatehttp://youtu.be/0KbjB93glrQ
16. <http://youtu.be/m82onZCjQv8> - INSIGHT Conflict Resolution
17. <http://youtu.be/7tvmIlZpFqg> - Conflict Resolution: Seeking Disagreement Success - Simon Keyes
18. <http://youtu.be/pba2Qb3vc74> - Conflict Management
19. <http://youtu.be/Yuy6pIonExE> - Conflict Resolution
20. <http://youtu.be/0KbjB93glrQ> - Leaders and Conflict - Encourage Good Debate
21. <http://youtu.be/n0jMDCKBXEg> - Understanding Conflict
22. <http://youtu.be/9DuuLANB7eg> - How does a leader resolve conflict?
23. <http://youtu.be/Pgx_0uu2asA> - Couples Communication: Improving Communication Skills to Resolve Conflict
24. <http://youtu.be/6L01k4VvK0w> - Managing Behavior: Communicating in Situations of Conflict
25. <http://youtu.be/TACQq6y11zI> - Manage co-worker conflict the Right way
26. <http://youtu.be/wcLuVeHlrSs> - Restorative Practices to Resolve Conflict/Build Relationships: Katy Hutchison at TEDxWestVancouverED
27. <http://youtu.be/bPlYpUDlHOA> - How to Resolve Conflict - The G&E Show
28. <http://youtu.be/xcFAclNgJ40> - Workplace Conflict Resolution: Simple Conflict Resolution for the Workplace
29. <http://youtu.be/CzNBJLhiKF4> - 3 Ways To Resolve Conflict Without Strangling Each Other
30. <http://youtu.be/yjhauTLFqfM> - Conflict Resolution - Problem Solving with Gene Bedly.mpg
31. <http://youtu.be/f_Bo_NNVSLY> - Conflict
32. <http://youtu.be/ILUkGb4sZ0s> - Managing Conflict In Your Workplace
33. <http://youtu.be/pOfevvRjGys> - Conflict Resolution Powerpoint: Easy Training with thi PowerPoint in Conflict Resolution
34. <http://youtu.be/IYjTqOALAQg> - Benefits of Empathy: Empathy Resolves Conflicts: Newt Bailey (5)
35. <http://youtu.be/qPtdE61cNgE> - How to Overcome Internal Conflicts and Change Successfully
36. <http://youtu.be/o1isvh9MjIU> - Know the Major Causes of Conflict
37. <http://youtu.be/6VSn3VSeGfI> - What is your conflict style?
38. <http://youtu.be/Sy4DC91i6gc> - 5 Types of external conflict
39. <http://youtu.be/F3AIucs0JZA> - Deescalating Conflict & Communicating Under Stress
40. <http://youtu.be/Fb2FmxgKqo4> - Conflict I and You Messages
41. <http://youtu.be/rr9R6EjLM2s> - Conflict Communication Skills: Improving Communication and Reducing Conflict Improved Communication
42. <http://youtu.be/kY-0FoFYlwo> - DISC Model Introduction Series - Tips to Reducing Conflict
43. <http://youtu.be/dBfZ0BU9tco> - Actively Managing Conflict and Negativity in the Workplace
44. <http://youtu.be/Et_bpueW80E> - Conflict - Are Your Emotions Keeping You From
45. <http://youtu.be/HhkVaHMWx5o> - Conflict
46. <http://youtu.be/CPYcJPKU6FI> - Conflict Strategies by Emma Hovarter
47. <http://youtu.be/lnD6leC51Nw> - Toxic comments in your office? Reduce Conflict in the Workplace with Joyce Weiss
48. <http://youtu.be/H1-7EqzZe5c> - Tips to Diffuse Conflict in the Workplace with Joyce Weiss
49. <http://youtu.be/UK-05UM5U9o> - How to Resolve Conflict: 4 Ways to Resolve Conflict
50. <http://youtu.be/l_OVN34ra4s> - Conflict Resolution: Goldratt's Cloud Method

**30 Paid Products/Offers About Topic**

1. The Handbook of Conflict Resolution: Theory and Practice - <http://www.amazon.com/The-Handbook-Conflict-Resolution-Practice-ebook/dp/B008L01GR2>
2. 48-page Communication and Conflict e-Book - <http://www.communicationandconflict.com/communication-and-conflict-e-book.html>
3. The Joy of Conflict Resolution - <http://www.newsociety.com/Books/J/The-Joy-of-Conflict-Resolution>
4. From Conflict to Conciliation: How to Defuse Difficult Situations - <http://www.corwin.com/books/Book233946>
5. Conflict Resolution and Mediation in the Real World - <http://www.lulu.com/shop/frank-hanna/conflict-resolution-and-mediation-in-the-real-world/ebook/product-17424891.html>
6. Taming the Bear: Conflict Resolution eBook - Intro to an Intuitive Healing technique - <http://intuitivelearningcircle.com/taming-the-bear/>
7. Speak Peace in a World of Conflict - <http://nonviolentcommunication.com/store/speak-peace-world-conflict-ebook-p-79.html>
8. We Can Work It Out: Resolving Conflicts Peacefully And Powerfully (Series - Nonviolent Communication Guides) - <http://www.flipkart.com/can-work-out-resolving-conflicts-peacefully-powerfully-series-nonviolent-communication-guides/p/itmdymnfsfu25a4a>
9. The Conflict Resolution Toolbox - <http://www.kalahari.com/Books/The-Conflict-Resolution-Toolbox_p_28161703>
10. Mindfulness and Conflict Resolution by George Kohlrieser - <http://ebooks.bigw.com.au/mindfulness-and-conflict-resolution-272310>
11. Conflict Resolution by James A. Schellenberg - <http://www.booksamillion.com/p/Conflict-Resolution/James-A-Schellenberg/9780791431023>
12. Conflict Resolution: A Foundation Guide (eBook) - <http://www.infibeam.com/eBooks/conflict-resolution-foundation-guide-susan-stewart-pdf-ebook-download/9781908162281-BEPDF.html>
13. Pursuing Peace: A Christian Guide to Handling Our Conflicts (eBook) - <http://www.crossway.org/ebooks/pursuing-peace-ebook/>
14. Handling conflict with Confidence ePub eBook by Rob Yeung - <http://www.pearsoned.co.uk/bookshop/detail.asp?item=100000000539397>
15. Conflict Resolution by Daniel Dana, Roger A. Formisano - <http://www.barnesandnoble.com/w/conflict-resolution-daniel-dana/1100548296>
16. Resolving Conflicts at Work by Kenneth Cloke Joan Goldsmith - <http://www.kalahari.com/Digital-Downloads/Resolving-Conflicts-at-Work_p_31450409>
17. Resolving Your Conflicts with Power and Grace: A Woman's Guide to Conflict Resolution - <http://www.goodmind.com.au/books/>
18. eCornell: Conflict Resolution Course - <http://www.ecornell.com/courses/project-leadership-and-systems-design/conflict-resolution/>
19. Advanced Training in Conflict Management Online Course - <http://www.kilmanndiagnostics.com/catalog/online-courses/advanced-training-conflict-management>
20. Conflict Resolution Online Short Course - <http://www.coursesforsuccess.com.au/products/conflict-resolution-online-short-course>
21. Morton Learning: Conflict Resolution - Dealing with Difficult People - <http://www.mortonlearning.com.au/Conflictresolution-dealingwithdifficultpeople.htm>
22. Conflict Resolution: How To Resolve Conflict In 1 Day - <https://www.udemy.com/conflict-resolution-training/>
23. HRTrain: Dealing with Co-Workers Who Drive You Crazy: Conflict Resolution in the Workplace Training Courses - <https://hrtrain.com/conflictres/index.html>
24. Conflict Resolution in the Office Course - <https://www.opensesame.com/c/conflict-resolution-office-training-course>
25. Careerline Courses Australia: Conflict Management Online Course - <http://www.careerlinecourses.com.au/conflict-management-courses-online-distance-learning.htm>
26. MyIHM: Conflict Resolution Online Course - <http://myihm.in/courses/conflict-resolution>
27. The Conflict Resolution Bible by Dianna Booher - <http://www.booherdirect.com/cgi-bin/commerce.cgi?preadd=action&key=EBOOKCRB-I&reference=/>
28. Conflict Resolution: Positive Actions Ebook - <http://teachers.scholarschoice.ca/teacher-ebooks/conflict-resolution-ebook.html>
29. It's All Your Fault! 12 Tips for Managing People Who Blame Others for Everything - <http://www.amazon.com/Fault-Managing-People-Others-Everything-ebook/dp/B007PG2B5O>
30. Handbook of Solution-Focused Conflict Management - <http://www.hogrefe.com/program/handbook-of-solution-focused-conflict-management.html>