

# Negotiation and Conflict Resolution Resource Guide

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## Introduction

As part of the Champlain College and Marlboro College [Certificate in Non-Profit Management Program](#) we had a day-long presentation by Alice Estey, who directed us toward some of the classic resources for negotiation and conflict resolution skills. Alice made the point that negotiation skills can be *learned*.

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## Books

All titles are available from Amazon. Authors of first four books are affiliated with the [Harvard Program on Negotiation](#) which has additional pointers and downloads on their blog.

**Getting to Yes: Negotiating Agreement Without Giving In**  
Roger Fisher, William Ury, Bruce Patton, 1991.  
This book is a negotiation “classic”, and probably the place to start if you read a single book on the subject. [Summary available on Giga-Om.](#)

**Getting Ready to Negotiate: The Getting to Yes Workbook**  
Roger Fisher, Danny Ertel 1995.  
The premise of this book is that if you prepare first, you’ll probably end up with a better negotiation outcome, with a whole lot less stress. The book has dozens of exercises and examples which will help prepare you prior to a negotiation.

**The Power of a Positive No: Save the Deal, Save the Relationship and Still Say No**  
William Ury 2007.  
This recent book by William Ury is less about *negotiation* and more about *assertiveness*. It provides specific techniques to allow you to say no in a host of otherwise uncomfortable situations, or situations where the power between you and your conversation partner is unequal.

**Difficult Conversations: How to Discuss What Matters Most**  
Douglas Stone, Bruce Patton, Sheila Heen 1999  
Specific advice for common difficult conversations, including talking to the boss, your spouse, or your clients.

**The Only Negotiating Guide You’ll Ever Need: 101 ways to win every time in any situation.**  
Peter Stark and Jane Flaherty 2003  
This book has the practical elements of the Getting To Yes Workbook, some theory, and then 101 tactics for negotiating. Some of the tactics I found off-putting but then in their “Are you Ready to Negotiate?” test, I came up in the bottom segment, so

maybe I need to crank it up a few notches. The 101 tactics include counters, so both sides of the tactic are explained. Each of the 101 tactics has a title... my favorite title (if not tactic) is “the puppy dog”.

## Everyday Negotiation: Navigating the Hidden Agendas in Bargaining

Deborah Kolb, Judith Williams (second edition) 2003  
While the previous books are practical and accessible and consumed in an hour or an afternoon, this book is more in-depth and theoretical and repays careful reading. The premise of this book is that there are hidden agendas, barriers and opportunities within a negotiation. There are lots of anecdotes included, many which particularly address women’s issues when negotiating in the workplace and several examples of “big”, high-stakes negotiations .

## The Mediator’s Handbook

Jennifer Beer with Eileen Stief 1997 3rd Edition  
Mediation and Alternate Dispute Resolution (ADR) are disciplines with formal theory and literature. This handbook outlines the methodology developed by the Friends Conflict Resolution Program. The handbook is a gentle and accessible introduction to the skills of mediation; applying the skills of a neutral third party to work through a dispute.

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## Training

### Woodbury Institute at Champlain College

#### [Basic Mediation Workshop](#)

This is a four-day workshop. - Price \$849 / \$695

#### [Masters of Science in Mediation and Conflict Studies](#)

A 42 credit Masters program

#### [Conflict Skills Training for Educators](#)

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## Online

#### [Harvard Program on Negotiation](#)

White papers, blogs, articles, and multiple training options

#### [Conflict Resolution .org](#)

Bills itself as “the conflict resolution information source”, and it just might be. Dozens of links. Hosted by the University of Colorado.

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For more information for non-profits including technology, and grantwriting go to:

<http://www.techfornonprofits.com>

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