

# C O N T E N T S

ACKNOWLEDGMENTS	v
ABOUT CDR ASSOCIATES	vii
INTRODUCTION	1
CDR's Training Strategy	1
CDR's Approach to Conflict and Collaboration	2
Overview of the Modules	4
Contents of the Modules	7
What Every Trainer Should Know	10
A Lifelong Journey	11
MODULE 1. Dynamics of Competition and Cooperation	13
MODULE 2. Causes and Dynamics of Conflict	33
MODULE 3. Interest-Based Negotiation and Problem Solving	57
MODULE 4. Communication Skills I: Effective Listening	93
MODULE 5. Communication Skills II: Framing and Reframing	107
MODULE 6. Raising Conflict Productively	127
MODULE 7. Structural Conflict in Organizations	139
MODULE 8. Facilitative Leadership	167

