

CONTENTS

<i>Foreword</i>	xii
<i>Acknowledgements</i>	xv
Chapter One – Introduction	1
We All “Practice” Conflict Resolution Daily	3
Diagnosis: Finding the Root Causes of Conflict	4
Theories vs. Models in a Practice Profession	6
A Wide Range of Conflict Analysis Models	11
Becoming a Reflective Practitioner	13
Summary	15
How to Use this Book	17
Chapter Two – Overview of the Models	19
Why These Eight Models?	19
Model #1—The Circle of Conflict	21
Model #2—The Triangle of Satisfaction	21
Model #3—The Boundary Model	22
Model #4—The Interests/Rights/Power Model	22
Model #5—The Dynamics of Trust	23
Model #6—The Dimensions Model	23

Model #7—The Social Styles Model	24
Model #8—Moving Beyond Conflict	24
Chapter Three – The Conflict Story	25
Case Study	25
Chapter Four – Model #1: The Circle of Conflict	29
Background of the Circle of Conflict Model	29
Diagnosis with the Circle of Conflict	30
Case Study: Circle of Conflict Diagnosis	35
Strategic Direction from the Circle of Conflict	38
Case Study: Circle of Conflict Strategic Direction	40
Assessing and Applying the Circle of Conflict Model	44
Practitioner’s Worksheet for the Circle of Conflict Model	46
Additional Case Study—Circle of Conflict	50
Circle of Conflict Worksheet: The Spanish Estate	54
Chapter Five – Model #2: The Triangle of Satisfaction	61
Background of the Triangle Model	61
Diagnosis with the Triangle of Satisfaction	61
Case Study: Triangle of Satisfaction Diagnosis	64
Strategic Direction from the Triangle of Satisfaction	68
Case Study: Triangle of Satisfaction Strategic Direction	72
Assessing and Applying the Triangle of Satisfaction Model	75
Practitioner’s Worksheet for the Triangle of Satisfaction Model	77
Additional Case Study—Triangle of Satisfaction	79
Chapter Six – Model #3: The Boundary Model	89
Background of the Boundary Model	89
Diagnosis with the Boundary Model	89
Case Study: Boundary Model Diagnosis	94
Strategic Direction from the Boundary Model	96
Case Study: Boundary Model Strategic Direction	98
Assessing and Applying the Boundary Model	100
Practitioner’s Worksheet for the Boundary Model	100
Additional Case Study—Boundary Model	103

Chapter Seven – Model #4: Interests, Rights, and Power	109
Background of the Interest/Rights/Power Model	109
Case Study: I/R/P Diagnosis	115
Strategic Direction from the I/R/P Model	116
Case Study: I/R/P Strategic Direction	118
Assessing and Applying the I/R/P Model	119
Practitioner’s Worksheet for the I/R/P Model	120
Additional Case Study—I/R/P Model	122
Chapter Eight – Model #5: The Dynamics of Trust	127
Background of the Trust Model	127
Diagnosis with the Trust Model	132
Case Study—Trust Model Diagnosis	138
Strategic Direction from the Trust Model	142
Case Study: Trust Model Strategic Direction	150
Assessing and Applying the Trust Model	155
Practitioner’s Worksheet for the Trust Model	156
Additional Case Study—Trust Model	158
Chapter Nine – Model #6: The Dimensions of Conflict	167
Background of the Dimensions Model	167
Diagnosis with the Dimensions Model	167
Case Study: Dimensions Model Diagnosis	172
Strategic Direction from the Dimensions Model	174
Case Study: Dimensions Model Strategic Direction	178
Assessing and Applying the Dimensions Model	182
Practitioner’s Worksheet for the Dimensions Model	183
Additional Case Study—Dimensions Model	185
Chapter Ten – Model #7: The Social Style Model	191
Background of the Social Style Model	191
Diagnosis with the Social Style Model	193
Case Study: Social Style Diagnosis	198
Strategic Direction from the Social Style Model	200
Case Study: Social Style Strategic Direction	208
Assessing and Applying the Social Style Model	209
Practitioner’s Worksheet for the Social Style Model	210
Additional Case Study: Social Style Model	213

Chapter Eleven – Model #8: Moving Beyond the Conflict	217
Background of the Moving Beyond Model	217
Diagnosis with the Moving Beyond Model	219
Stage One: Denial	220
Stage Two: Anger	221
Stage Three: Acceptance	222
Case Study: Moving Beyond Diagnosis	224
Strategic Direction from the Moving Beyond Model	229
Case Study: Strategic Direction with the Moving Beyond Model	235
Assessing and Applying the Moving Beyond Model	242
Practitioner’s Worksheet for the Moving Beyond Model	243
Additional Case Study—Circle of Conflict	244
Moving Beyond Model Diagnosis and Worksheet: The Workplace Assault Case	245
Moving Beyond Model Strategic Direction: The Workplace Assault Case	247
Chapter Twelve – Conclusion	249
<i>Index</i>	253