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Improving skills after training: Australian texts for mediators and facilitators

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Literature review for practical ADR

Improving skills after training: Australian texts for mediators and facilitators

by **James Brown**

The following text resource list has been compiled by James Brown from the libraries of the University of Sydney, State Library of NSW, National Library of Australia, ACT, City of Perth and State Library of WA with a brief commentary by the author.

Communication generally

Sadler RK and Tucker K *Common Ground: A Course in Communication*

Macmillan Melbourne 1980.

Chapters cover: how to communicate; the messages, verbal and non-verbal; perceptions; listening; interviewing; meetings; thinking and reasoning; problem solving; writing; and working with people and in organisations.

A non-academic work; very practical, easy to read and grasp because of excellent layouts and graphic aids; broadly shows how communication can achieve positive goals.

Cole K *Crystal Clear Communication: Skills for Understanding and Being Understood*

Prentice Hall NY & Sydney 1993; 2nd ed Prentice Hall and Australian Institute of Management, Pearson Education Sydney 2000.

Subjects such as listening, watching and replying are covered in great detail. The author starts from self-analysis and then expands to interpersonal communication with others; that is, from how one expresses thoughts to dealing with difficult interpersonal relations. Excellent.

Bolton R *People Skills*

Simon & Schuster Australia 1987. Excellent for its comprehensive analysis, examples and scenarios of interpersonal communication. I sent it back to the US for safe keeping. The book is widely available in used bookstores — as are others in this list.

Strano Z *Communicating*

Harcourt Brace Sydney 1984. Reprinted in 1989 by Harcourt Brace with two additional authors.

A coursebook for university students; general survey of all forms of communication by members of the Faculty of Humanities, NSW Institute of Technology.

Communication problems

Cava R *Dealing With Difficult People*

Revised ed Pan Macmillan Sydney 2000.

Chapters cover: personality types; behaviour reactions and manipulations; difficult clients, supervisors, co-workers, subordinates.

This good book explains with clear text and examples how to be successful by developing good communication skills.

Cava R *Dealing With Difficult People: How to Cope With Impossible Clients, Bosses and Employees*

Sun Chippendale NSW 1991.

McGrath H and Edwards H *Difficult Personalities: A Practical Guide to Managing the Hurtful*

Behaviour of Others and Maybe Your Own

Choice Books NSW 2000.

Chapters explore and analyse: good and bad personality traits; the how/why of disorders (such as anxiety) and behaviour patterns (such as demanding, passive-aggressive and bullying); and strategies for dealing with them. The authors start with t-Briggs type indicators and expand upon that base.

These authors explore what others may have glossed over. A physically well produced book.

Communication: listening

Mackay H *The Good Listener: Better Relationships Through Better Communication*

Pan Macmillan Sydney 1998.

Chapters cover: messages and meanings; the relevance of communication; reinforcement of relationships; the art of listening; managing change in other people; and messages by the medium (your own cage).

Excellent examples, with narratives of real peoples' problems. Author explains the significance of words and concepts. Well worth owning. A larger typeface reprint of the 1994 edition below.

Mackay H *Why Don't People Listen: Solving the Communication Problem*

Pan Australia Chippendale NSW 1994.

Kotzman A *Listen to Me, Listen to You*



Penguin Ringwood 1989.
An excellent and practical guide to improving listening skills, self-esteem and assertiveness. Non-academic.

Listen to Me, Listen to You: Interpersonal Skills Training Manual

Australian Council for Educational Research Ltd (ACER) Melbourne Victoria 1995.

Teachers' training manual (72 pages) or set of masters' handouts (25).

Smith P, Packham G and McEvedy M R
Listening Effectively: Studying in Australia

Thomas Nelson Melbourne 1986.
Workbook for teachers along with one audio cassette. For teaching fundamentals to help non-English speakers learn by listening.

Communication: interpersonal

Lexander R
How to Communicate Effectively and Build Relationships

Letgo Publications Carlingford Court NSW 1999.

Chapters explore: how we communicate and listen; preparing others to communicate with you; how to deal with upsets, anger and so on; poor intentions and motivation; and ending a relationship.

This is a special work that covers behaviour not found in other publications. It is written clearly, to the point, with good typographical layout.

McNeilly R and Brown J
Healing with Words

Hill of Content Melbourne 1994.

Communication: non-verbal

Pease A
Body Language: How to Read Other's Thoughts by their Gestures

Camel Publications Sydney 1981.
Chapters cover: direct and uncomplicated body language; territories; gestures of palm, hand and arm; leg barriers; eye signals; courtship; smoking; body height; desks, tables and seating; and power plays.

Braysich J
Body Language: A Handbook

Braysich Enterprises, Perth, NSW 1979.

This author looks at body movements, stances and gestures from a different perspective than other authors. This work is practical, immediately instructive and useful for deciphering the meanings of body language.

Body Language Course: How to Look and Feel a Million Dollars!!

3rd ed QDW Australia Darwin NT 1998.

Managing conflict

Condcliffe P
Conflict Management: A Practical Guide

TAFE Publications Abbotsford, Vic: 1991.

Chapters cover: conflict processes; responses to conflict (including guerilla warfare); communication, assertiveness, emotions and behaviour recognition; collaborative conflict management; negotiation; mediation; and groups — organisations and their systems.

Wonderfully practical and useful; with excellent illustrations and charts. Subjects well subdivided — good to read as the basis for a mediation course. A revised edition of this work is to be published by Butterworths later this year.

Dick R
The Management of Conflict: A Systematic Approach to Team Building and Mediated and Unmediated Conflict Resolution

Interchange Chapel Hill Qld 1986.

Chapters cover: communication; exchanging information; elements of mediation; overall mediation process; conflict management; prevention of conflict; structure; role of negotiation; team building; and intergroup building.

The author is associated with the University of Queensland.

Braithwaite H, Brewer N and Strelan P
Conflict Management in Police-Citizen Interactions

McGraw-Hill Sydney 1998.

Includes illustrations, hypothetical



scenarios with dialogue involving citizens and police.

Chapters cover: bases for conflict as found in prior research; recent behavioural studies; how officer behaviour affects outcomes (findings); managing interactions in multiple scenarios; and guidelines for use the book.

Practical, useful and easy to read; and good graphic layout. Contains forward by NSW Police Service Commissioner Peter Ryan. Written by author/researchers from the School of Psychology at Flinders University SA.

Crouch A and Yetton P
The Management of Conflict: Social Structure and Social Skills

Australian Graduate School of Management, University of NSW Kensington, NSW 1983. Working Paper series #83-039.

An academic/theoretical research work that verifies the integration of two theories regarding the group performance of a complex task that requires goal setting and consensus.

Babcock RJ
Conflict Management

Centre for Co-operative Studies, Gold Coast University College of Griffith University, Qld 1990.

Problem Solving/Conflict Management

Tea Tree Gully College of TAFE Department of Employment and Technical and Further Education, Adelaide 1993.

Resolving conflict

Cornelius H and Faire S
Everyone Can Win: How to Resolve Conflict

Simon & Schuster Brookvale NSW 1989.

The structure of this work established the basis for the training course materials listed below. An excellent addition to the professional library.

Cornelius H, Faire S and Hall S
Conflict Resolution: An Eight Session Course — Trainer's Manual

Conflict Resolution Network Chatswood NSW 1993.

Hollier F, Murray K and Cornelius H
Conflict Resolution Trainers' Manual: 12 Skills

Conflict Resolution Network Chatswood NSW 1993.

Sections cover: win-win situations; creative responses; empathy; appropriate assertiveness; co-operative power; managing emotions; willingness to resolve; mapping the conflict; designing the options; negotiation; mediation; and broadening perspectives.

An excellent tool for refreshing one's training since the concepts and examples will take on new meanings as one's experiences mount.

Cornelius H
Conflict Resolution Training: Skills Workshop Videorecording Directed

Conflict Resolution Network Chatswood NSW 1992.

White M
Let's Be Reasonable: Guide for Resolving Disputes

Choice Books Marrickville NSW 1997.

Provides a general description of: negotiation; mediation; counselling; arbitration; litigation; family disputes; neighbor disputes; consumer disputes; and those within a workplace and government. Written for laypeople; lacks substantive depth.

Family

Peck C
How to Make Peace With Your Partner: A Couple's Guide to Conflict Management

Mandarin Publications Port Melbourne: 1992.

A book with occasional scenarios of dialogue; few charts. Designed for public not mediators but may contain substantive/psychological insights.

Young K
Research Evaluation of Family Mediation Practice and the Issue of Violence; Final Report

Attorney General's Department

Canberra 1996.

A comprehensive study of family violence and its impact on mediators and the mediated. Seems to be designed to assist agencies with recruiting empathetic mediators, and their training and functioning within the ADR systems.

Northern Territory Law Reform Committee
Alternative Dispute Resolution in the Context of Family and Other Domestic Disputes

Northern Territory Law Reform Committee Darwin 1997.

A look at family law and mediation in NT.

Abbott J, DeCieri H and Iverson R
Costing Turnover: Implications for Work and Family Conflict at Management Level

Department of Management and Industrial Relations Parkville Victoria 1997. A working paper from the Department of Management and Industrial Relations, University of Melbourne.

Gender differences

Pease B and A
Why Men Don't Listen and Women Can't Read Maps: How We're Different and What to Do About It

Pease Training International MonaVale NSW 1999; HarperCollins Australia 2000.

Chapters cover subjects on female-male differences; talking; listening; special abilities; and thoughts, attitudes and emotions. This is a large typeface book that is written for clear understanding about the psychology of communication. It is a good book to quickly begin to understand gender differences.

Cornelius H
The Gentle Revolution: Men and Women at Work: What Goes Wrong and How to Fix It

Simon & Schuster East Roseville, NSW 1998.

Chapters cover: gender linked values; equality and status; agreement and competition; focus; actions, objects and stumbling blocks; interdependence and



autonomy; creating change; and alternatives for handling a collision of values.

This explores male-female communication differences with emphasis on employment situations. Concerns are with conflict management. Written for lay and professional people; takes theory into practice; recommended for managers and employees because it provides good insights.

Bramson RM

Coping With Difficult Bosses

Allen & Unwin St Leonards NSW 1993.

Chapters address nature of coping; dealing with bullies; artful dodgers; power clutches; 'know it alls'; schemers; sweetness to sour; and how to protect oneself.

Gray J

Men, Women and Relationships: Making Peace with the Opposite Sex

Revised 2nd ed, Hodder & Stoughton Rydalmere NSW 1996.

Aboriginal interests

Edmunds M and Smith D

Members' Guide to Mediation and Agreement Making Under the Native Title Act

Native Title Tribunal Perth 2000.

Chapters cover: explanation/ definition of title and title holding; tenures and interests including extinguishment of interests; role of the Federal Court; National Native Title Tribunal (NNTT); mediation practice; NNTT assistance; NNTT inquiries; right to negotiate; and indigenous land use agreements.

An excellent, detailed text with very practical uses.

Office of the Aboriginal and Torres Strait Islander Social Justice Commissioner

Tracking Your Rights: A Social Justice Community Information Resource for Aboriginal Peoples and Torres Strait Islanders, Northern Territory and South Australia

Human Rights & Equal Opportunity Commission Sydney 1997; two volumes in ring binder, cassette and videocassette.

Alternative Dispute Resolution in Aboriginal Communities: A Report to the Northern Territory Law Reform Committee

Northern Territory Law Reform Committee Darwin 1997.

Group facilitation

Dick B

Helping Groups to be Effective: Skills, Processes and Concepts for Group Facilitation (2nd ed)

Interchange Chapel Hill Qld 1991.

Chapters cover: tasks for problem solving; processes; behavioural dynamics; preparation for facilitation; team building; goal setting; climate setting; processes (micro, macro, design of); communication skills; fundamentals for facilitation; processes of; interventions when needed; weaknesses; and difficult groups.

A work for those with training in facilitation. Seems to be comprehensive, and the text is designed to be educational. The author is a teacher at the University of Queensland.

Dalmau T and Dick B

Managing Transitions: A Key to Creating Effective Learning Environments

Revised ed, Interchange Chapel Hill Qld 1990.

Useful in a facilitation workshop, the author explains the design, structure and management of a workshop that can serve as an important transition experience for the participants. The steps in a workshop process are clearly explained.

Hunter D, Bailey A and Taylor B
The Art of Facilitation

Tandem Press Auckland NZ 1994. ●

Professor James J Brown is a mediator and lawyer from St Petersburg, Florida. He can be contacted at projj@earthlink.net. This list was first published at <www.mediate.com>. The author invites commentary on this bibliography and would welcome contact from anyone willing to sell him books on this list.