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# Improving skills after training: Australian texts for mediators and facilitators Pt 2

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## Literature review for practical ADR

# Improving skills after training: Australian texts for mediators and facilitators Pt 2

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.

## Personality types

**Malone P and Browne D**

*Let a Viking Do It: Hagar and Family Illustrate the Myers-Briggs Type Indicator*

David Hovell Publications Melbourne 1996.

Cleverly presented cartoon strips to illustrate the types and their complex permutations. Well worth having in one's library.

**Malone PJ**

*Myers-Briggs Goes to the Movies: a Guide to Screen Characters And Myers-Briggs Type Indicators*

Spectrum Publications Richmond Victoria 1991.

By using biblical and fictional movie characters to exemplify the personality types, the author is able to quantify/apply/analyse the concepts. Very well written.

**McGuinness M, Izard J and McCrossin P (eds)**

*Myers-Briggs Type Indication: Australian Perspective*

Papers/perspective from conference, ACER Hawthorn Victoria 1992.

This material looks at the origin, evolution and application in business and public sector of these personality indicators, particularly for selecting employees and training courses. Contains statistical analysis and findings.

**Moss S**

*Jungian Typology:*

*Myers-Briggs and Personality*

Collins Dove Melbourne 1989.

Dr Moss presents a commentary on

Jung's personality type theory. His 1988 publication, A4 size of 32 pages, was a brief commentary on the 16 types written in the first person. Appeared to be too brief to be useful.

**Tieger PD and Barson-Tieger B**

*Do What You Are: Discover*

*The Perfect Career For You Through The Secrets Of Your Personality Type*

Scribe Publication Melbourne 2001 (3rd ed).

## ADR research findings

**Astor H**

*Quality in Court Connected Mediation Programs: an Issues Paper*

Australian Institute of Judicial Administration, Carlton Victoria 2001.

Chapters explore: quality factors and issues on objectives of court connected mediation; providing quality mediators; mediator quality and experiences; appropriate referral; monitoring and evaluation; and research needed of related issues.

A thorough research study by the recognised scholar and author Professor Hilary Astor of the University of Sydney Law School.

**National Alternative Dispute Resolution Advisory Council**  
*Issues of Fairness and Justice in Alternative Dispute Resolution*

National Alternative Dispute Resolution Advisory Council, Canberra 1997.

**Delaney M and Wright T**

*Plaintiff's Satisfaction With Dispute Resolution Processes: Trial, Arbitration, Pre-Trial Conference and Mediation*

Justice Research Centre: Law Foundation of NSW 1997.

A focused research project into four areas of ADR. A look at fairness and satisfaction as perceived by plaintiffs after leaving the process.

**NSW Parliament  
Public Accounts Committee  
Legal Services To Local Government:  
Minimising Costs Through Alternative  
Dispute Resolution**

Discussion paper # 112, Public  
Accounts Committee 1997.

**Sheeley C**

**Justice For Central Coast Residents: A  
Report on Access to Legal and ADR  
Services**

ITRAC Wyong Shire Inc 1995.

Research study asking the question: 'do  
residents have access to justice-granting  
services?' Looks into legal aid; solicitors,  
magistrates; the disadvantaged (tenants,  
caravan owners, women, youth, social  
security dependents, non-English;  
aborigines; and debtors); the environment;  
and mediation for neighbourhoods, the  
elderly and families.

**Ingleby R**

**In the Ball Park: Alternative Dispute  
Resolution and The Courts**

Australian Institute of Judicial  
Administration, Carlton, Victoria 1991.

Chapters are devoted to claims and  
remedies; agreements; narrowing  
positions; controlling the discussion;  
creating momentum toward settlement  
(partial resolution, split difference,  
give and take, giving a quote); exit  
formalities; implications of the study  
for courts and the ADR process.

This is a research project that observed  
the processes in small claims tribunals,  
the family court and the Federal Court.  
It contains very practical observations.

**Communities and organisations**

**Condliffe P**

**Peacemaking In Your Organisation:  
A Conflict Management Design  
For Groups And Organisations**

Narnia Publications Brisbane 1999.

Chapters cover: conflict and  
groups; benchmarks for good ADR  
practices; designing conflict management  
systems; responding to emerging and  
existing conflicts; and developing  
responsive conflict management systems.

The author is in the ADR branch of  
the Department of Justice, Attorney-  
General's office. The work is obtainable  
from the publisher in Milton, Qld.

**Dalmau T and Dick B**

**A Diagnostic Model: For Selecting**

**Interventions For Community And  
Organisational Change**

(2nd ed) Interchange Chapel Hill Qld  
1990.

**Dunphy DC and Dick R**

**Organisational Change By Choice**

McGraw-Hill Sydney 1985.

**Conference proceedings**

**Fourth National Mediation Conference**

Melbourne April 1998

Edited by Professor T Fisher, School of  
Law and Legal Studies, La Trobe  
University Bundoora 1998.

Papers cover: movements and main-  
stream practices; family; lawyers; diverse  
settings; industrial relations; community;  
training; cultural issues; and victim-  
offender.

**International Conference In Australia  
On Alternative Dispute Resolution**

Perth 9-11 May 1997

Canning Bridge WA: Promaco  
Conventions 1997.

**Adversarial system problems**

**Stacy H and Lavarch M (eds)**

**Beyond The Adversarial System**

Federation Press Leichhardt, NSW  
1999.

Looks into what changes are possible  
within the civil justice system, adversarial  
system and judicial time limits, and what  
is possible for achieving fairness and  
economies. Also deals with ethical  
concerns.

**Sampford C, Blencome S and**

**Condlin S (eds)**

**Educating Lawyers For A Less  
Adversarial System**

Federation Press Leichhardt, NSW 1999.

Chapters look at: combating the warrior  
mentality; experiences of administrative  
appellate tribunals; impact of ADR on law  
practice in the '90s; educating lawyers who  
are French, German and Australian; and  
teaching ADR.

**Pamphlets**

**Australian Competition and  
Consumer Commission**

**Benchmarks For Dispute Avoidance and  
Resolution: A Guide; Round Table on  
Small/Large Business Disputes**

ACCC Canberra 1997.

Chapters explore the whys, costs,  
benefits, processes and parties. This

provides the best overview statement  
about the public value of ADR to small  
and large businesses. It is very well  
presented and produced.

**Aged and Community Care  
Mediation Service**

Aged and Community Care Mediation  
Service Sydney 2001.

A handout for citizens, containing a  
clear expression and good graphics about  
mediation services and how to use them.

**Dick B**

**Frameworks For Effective Third-Party  
Conflict Management**

(3rd Rev) Interchange Chapel Hill,  
Qld 1990.

A pamphlet for laypersons about the  
detailed steps in a two-party, one day  
mediated dispute. Skills for persuasion  
and self-defence, verbal and written.

**Beer M**

**Winning People Over**

Wrightbooks Brighton Victoria 1994.

The focus is on self-improvement;  
being tough and quick for becoming  
verbally persuasive; a practical, easy  
work to read and apply.

**Boxhall B**

**Making Your Point: How To Write  
Convincing Arguments**

Council of Adult Education  
Melbourne 1993.

A teacher's guide for developing adult  
skills in how to refute effectively, with  
examples.

**Burns R**

**Making Assertiveness Happen: A Simple  
and Effective Guide To Developing  
Assertiveness Skills**

Business & Professional Publishing  
Warriewood NSW 2001.

Workbook and teacher's guide with  
pages suitable for handouts and  
overhead slides.

The author focuses upon three types  
of behaviour patterns and develops the  
verbal skills for developing their  
assertiveness.

**Elgin S H**

**How to Disagree Without Being  
Disagreeable: Getting Your Point Across  
With the Gentle Art Of Verbal Self-  
Defence**

Wiley NY and Brisbane 1997.

**Johnson D W**  
*Reaching Out: Interpersonal Effectiveness and Self-Actualisation*  
Alyn and Bacon Boston/Sydney 1997.

**McCallister L**  
*Say What You Mean, Get What You Want [I Wish I'd Said That]*  
Wiley New York and Brisbane 1994.

### Miscellaneous odd bits

**Mayhew C**  
*Preventing Client Initiated Violence: A Practical Handbook*  
Australian Institute of Criminology  
Canberra 2000.

Topics covered include: workplace violence; health care; community services; educational; public transport; industrial and occupational safety; risk identification, assessment; management and early warning systems; and controls.

Contains good factual reports.

**Ayoko O B and Hartel C**  
*The Role Of Emotion And Emotion Management In Destructive And Productive Conflict In Culturally Heterogeneous Workgroups*  
Faculty of Business and Economics,  
Monash University Caulfield East,  
Victoria 2000.

Topics covered include: work styles; language; poor skills; and space. This work examines the emotions experienced with conflict in culturally diverse working groups. It studies the ways in which the group members and leaders respond to these emotions.

**Burns R**  
*Ten skills for working with stress*  
Business & Professional Publishing  
Warriewood NSW 1996.  
[info@bpp.com.au](mailto:info@bpp.com.au) ●

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