

6-1-2002

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

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Recommended Citation

Brown, James (2002) "Improving skills after training: Australian texts for mediators and facilitators Pt 2," *ADR Bulletin*: Vol. 5: No. 2, Article 6.

Available at: <http://epublications.bond.edu.au/adr/vol5/iss2/6>

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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.

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ISSN: 1440-4540 Print Post Approved PP 255003-03417

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