Improving skills after training: Australian texts for mediators and facilitators

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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
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
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
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
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

Mackay H
Why Don’t People Listen: Solving the Communication Problem
Pan Australia Chippendale NSW 1994.

Kotzman A
Listen to Me, Listen to You

Communication: listening

Mackay H
The Good Listener: Better Relationships Through Better Communication
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).

Mackay H
Why Don’T People Listen: Solving the Communication Problem
Pan Australia Chippendale NSW 1994.
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*
Teachers' training manual (72 pages) or set of masters' handouts (25).

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

*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.

*Brayshich J*
*Body Language: A Handbook*
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!!*

Managing conflict

*Condliffe P*
*Conflict Management: A Practical Guide*
 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*
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 N SW 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

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

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

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
Chatswood N SW 1993.

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

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

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

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

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

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

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

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.