Conflict Resolution

Websites

Chartered Institute of Personnel and Development (2004) “Managing conflict at work: a survey of the UK and Ireland” available to download from [http://www.cipd.co.uk/surveys](http://www.cipd.co.uk/surveys)

There is a section on the BBC web-site at that gives information and guidance on conflict at work. [http://www.bbc.co.uk/health/work/emotional_conflict1.shtml](http://www.bbc.co.uk/health/work/emotional_conflict1.shtml)

Further information can be obtained from the web-sites of the following commercial companies who offer workplace conflict mediation and training:

Mediate First [http://www.mediatefirst.co.uk/](http://www.mediatefirst.co.uk/)

Professional Mediation Resolutions (PMR) Ltd. [http://www.workplacemediation.co.uk/](http://www.workplacemediation.co.uk/)


UK’s workplace mediation website. [http://www.tcmsolutions.co.uk/](http://www.tcmsolutions.co.uk/)

Books


Ross, Oliver (c2003) Situational mediation: sensible conflict resolution (Ravensdale, WA : Issues Press)

Articles

Agar-Hutton, Robert “Calls from Hell – dealing with Mr Angry” Call Centre Europe Magazine, August 2003. Available from the “Protectics” web site at http://www.protectics.co.uk/
Gulbranson, J. E. “The ground rules of conflict resolution” Industrial Management, (USA), May-June 1998 (40/3)
Guttman, H. M. “Conflict at the top” Management Review, (USA), November 1999, Vol. 88, No. 10
Reynolds, K. “Help! A shark has eaten my teddy bear! (Conflict resolution)” Management Accounting (UK), Nov 1999 Vol. 77 No. 10

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