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Sitions

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both people feel that  
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evidence behind them to  
back them up,□ says  
Louisa Weinstein, the  
founder and director of  
the Conflict Resolution

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observers, activists, and  
politicians is the barrage  
of one-sided criticisms  
coming from Western  
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assembly delegates  
Basil Saleh and Hiwad  
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The proposed resolution  
calls for support for  
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boycott of Israel. United  
Teachers Los Angeles  
leaders are set to vote on  
it in fall.

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Saratoga and the  
American Revolution.  
Kevin Weddle. Oxford,  
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military campaign,  
leadership serves a  
critical role at each level  
of ...

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and parliament's  
obsessive, selectively  
critical, hostile anti-  
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economical with the  
truth, displays little  
honesty and entirely

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lacks respect.

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conflict between  
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Rights and Epidemic;  
published on 09 Jul  
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Extends Use of Border  
Crossing for  
Humanitarian Aid into  
Syria, Unanimously  
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On July 10, the UN  
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(UNSC) will vote on the  
authorization of cross-  
border humanitarian  
corridors in Syria. The

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UNSC established those  
corridors out of  
necessity in 2014 in  
response to ...

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Should be the Focus of  
Upcoming UN Cross-  
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Resolution, Calls EU  
Proposal 'Politically  
Motivated'

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You will learn: Positive

*Page 28/69*

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Conflict 2. Take  
Control: building  
resolution focussed  
conversations 3.  
Construct a Resolution  
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Resolution Framework  
4. Enable others  
Success 5. Build the  
Resolution Culture 6.  
Walk the Walk 7.  
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you through the process

from beginning to end,

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templates, exercises and

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everything from  
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Resolution  
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strategies that work.

There are also  
templates, exercises and  
worksheets that you can  
use to support  
conversations.

In real-life conflict  
resolution situations,  
one size does not fit all.  
Just as a mechanic does  
not fix every car with  
the same tool, the  
conflict resolution

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practitioner cannot hope to resolve every dispute using the same technique. Practitioners need to be comfortable with a wide variety of tools to diagnose different problems, in vastly different circumstances, with different people, and resolve these conflicts effectively. The Conflict Resolution Toolbox



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gives you all the tools you need: eight different models for dealing with the many conflict situations you encounter in your practice. This book bridges the gap between theory and practice and goes beyond just one single model to present a complete toolbox - a range of models that can be used to analyze,

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diagnose, and resolve  
conflict in any situation.  
It shows mediators,  
negotiators, managers,  
and anyone needing to  
resolve conflict how to  
simply and effectively  
understand and assess  
the situations of conflict  
they face. And it goes a  
step further, offering  
specific, practical  
guidance on how to  
intervene to resolve the

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Resolution successfully.  
Each model provides a different and potentially useful angle on the problem, and includes worksheets and a step-by-step process to guide the reader in applying the tools. Offers eight models to help you understand the root causes of any conflict. Explains each model's focus, what kind of

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situations it can be useful in and, most importantly, what interventions are likely to help. Provides you with clear direction on what specific actions to choose to resolve a particular type of conflict effectively. Features a detailed case study throughout the book, to which each model is applied.

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Resolution examples and case studies unique to each chapter give the reader a further chance to see the models in action. Includes practical tools and worksheets that you can use in working with these models in your practice. The Conflict Resolution Toolbox equips any practitioner to resolve a wide range

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of conflicts. Mediators, negotiators, lawyers, managers and supervisors, insurance adjusters, social workers, human resource and labour relations specialists, and others will have all the tools they need for successful conflict resolution.

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using and

recommending The  
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edition. It is rare to find  
a resource with such  
practical tools in a field  
that is so concrete, but

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often struggles to bridge theory and practice. In this increasingly complex world, it is vital to have models to resort to when we reach impasse in conflict. I recommend *The Conflict Resolution Toolbox* to anyone engaged in resolving conflicts in any discipline." □Martha E. Simmons, JD, LLM,



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Director, Winkler  
Institute of Dispute  
Resolution and Director,  
Mediation Clinic and  
Intensive Program,  
Toronto, Canada "We  
all know one thing  
about conflict: It is  
messy! Furlong's  
models offer mediators,  
facilitators, lawyers,  
psychotherapists and  
others 'a leg up' in more

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swiftly figuring out what is going on and what is needed. Furlong does not offer up a single 'truth', style or theory, so much as a collection of effective tools that professionals, groups and families can use to better understand what they are experiencing and how they can approach achieving better results.

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Law of Reciprocity' and 'Loss Aversion Bias'. I am proud and thankful to add this book to my already growing conflict resolution bookcase, knowing that this is a volume I will go to again and again. I highly recommend it for anyone in the field."

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"Gary Furlong uniquely provides invaluable, practical tools that help in understanding, preventing, and resolving conflict. This is a must-have reference book for anyone who cares about mitigating the role destructive conflict plays in our professional and personal lives and finding strategic benefit

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in tools that work. Gary has created a book that is both aspirational and practical. It's so challenging to create simple-to-use tools supported by complex concepts and Gary does this better than anyone."

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Woodard Family  
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Conflict is a part of life.  
It occurs in many forms,  
in many different  
locations and situations,  
and involves a broad

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range of people of all ages. The ability to identify and resolve conflict is an essential skill that can be taught at an early age. These books help you to develop the skills necessary to manage and resolve conflict in a variety of everyday situations.

Ready to take your  
*Page 64/69*



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Resolution the next  
level? Find out  
everything you need to  
know about conflict  
resolution in the  
workplace with this  
practical guide. Conflict  
is an inevitable part of  
human relationships and  
often arises at work due  
to differences of  
opinion, disagreements  
over tasks or personality  
clashes. However,

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conflict does not have to be destructive: acting quickly will enable you to resolve the situation amicably, and disagreement can even lead to new ideas and innovation if it is channelled well. In 50 minutes you will be able to:

- Develop your assertiveness and make sure that your needs are respected
- Defuse

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tensions between  
colleagues before the  
situation deteriorates □

Channel conflict  
constructively to  
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