

Negotiation and Conflict Resolution Resources in CCOL and Web

This handout identifies the most helpful resources for the Negotiation and Conflict Resolution degree program in the School of Management.

Also see “General Management Resources in CCOL and Web,” in the School of Management section of http://www.cambridgecollege.edu/library/ccol_research.cfm

For more on managing workplace diversity, see “Leadership in Human and Organizational Dynamics Resources in CCOL and Web” on http://www.cambridgecollege.edu/library/ccol_research.cfm

Only use the Internet Explorer or Safari browsers. Other browsers may not work in CCOL.

Journal, document, book, and periodicals in CCOL

On the CCOL HOME page, the *Search for Management* search box will search these databases:

- Academic Search Premier
- Wilson OmniFile Select Full Text Edition
- Business Source Premier
- Greenfile
- Newspaper Source
- Regional Business News
- Research Starters – Business
- SocIndex with Full Text
- Ebrary

The thousands of journals in full-text in these databases include 2300 specifically for business and management, as well as hundreds of US and international newspapers.

Research Starters in Business

“Research Starters are study and research guides...They consist of comprehensive, yet concise topic summary articles of about 3,000 words in length written by researchers, scholars and other subject matter experts.” Use the Research Starters to explore topics and get your research started.

- On the CCOL HOME page, click *Direct to Databases*
- Click *EBSCOHost*
- Click *Databases A-Z*
- Scroll down and click on the title *Research Starters in Business*
- Put a term in the search box and click Search. For example, there are:
 - 35 Research Starters on “negotiation”
 - 9 Research Starters on “global negotiation”
 - 10 Research Starters on “conflict resolution”
 - 19 Research Starters on “conflict management”
 - 6 Research Starters on “mediation”

- 64 Research Starters on “diversity”
- 4 Research Starters on “multicultural”

Ebrary Electronic Books in CCOL

To search for negotiation and conflict resolution books in the Ebrary Electronic Books collection:

- From the CCOL HOME page, click Direct to Databases
- Click Ebrary Electronic Books
- Click Advanced (to the right of the “Search Ebrary” box)
- Use the drop-down menu of the “Search in” box to search by subject (or title, author, etc.)
- For example, a *Search in SUBJECT* for “*negotiation in business*” yields 51 books including
 - *Negotiation Fieldbook*
 - *Essential Negotiation*
 - *How to Negotiate Effectively*
- A *Search in Title* for “*conflict management*” yields 101 books including
 - *Managing Conflict in Organizations*
 - *Mediating Dangerously: The Frontiers of Conflict Resolution*
 - *Getting to Resolution: Turning Conflict into Collaboration*
- 3 books with “business contracts” in the TITLE
- 3 books on mediation for conflict resolution
- 15 books on diversity in the workplace
- 41 books with “multicultural” in the TITLE

Research Guides in CCOL

The E-Global Research Guides will help you develop a search strategy and then find your way among the best books, periodicals, associations, government resources, and Internet sites on your topic. To see the Research Guides:

- Click *Research Starters by Subject* from the CCOL HOME page
- Click *e-global Research Guides*
- Click Business

Most relevant guides for negotiation and conflict resolution are:

Business Communications
 Business Ethics
 Business Management
 Human Resource Management
 International Business – China, Canada, Japan, Mexico
 International Trade
 Negotiation and Conflict Management

There are relevant Research Guides in other subject areas:

- Click “Social Sciences” for Research Guides in *Communication, Peace & Conflict Studies, Psychology, International Relations, and Sociology*

Research on negotiation and conflict resolution

Research at Harvard Program on Negotiation

<http://www.pon.harvard.edu/research-home/>

Tutorial for researching conflict resolution

http://www.crimo.org/web_assignments/assignments.jsp

This course syllabus has great content

http://www.nou.edu.ng/noun/NOUN_OCL/pdf/pdf2/PCR%20702.pdf

Tutorials for doing negotiation and conflict resolution

<http://learnthat.com/2004/11/dealing-with-conflict-in-the-workforce/> Dealing with conflict in the workforce tutorial

<http://learnthat.com/2009/05/how-do-i-write-an-employment-agreement/> How do I write an employee agreement?

<http://learnthat.com/2005/01/resolving-business-conflicts/> Resolving Business Conflicts

<http://www.uwlax.edu/faculty/ross/tutorial.htm> Negotiation tutorial

<http://managerspitstop.com/tutorials/managing-people/conflict-resolution-in-the-workplace>
Conflict resolution in the workplace tutorial

<http://www.managingwholes.com/--consensus.htm>

<http://www.slideshare.net/agilecoachnet/conflict-resolution-diagram-tutorial>

Workplace diversity tutorial

<http://www.slideshare.net/occsmbre/workplace-diversity7>

Business contract tutorial <http://www.nolo.com/legal-encyclopedia/contracts/>

Websites

Although not from scholarly journals, useful information can be found on the web. Most of these sites come highly recommended from a national survey of reference librarians.

Note: websites can change and disappear at any time! If the URL doesn't work, try putting the name of the site into Google.

Negotiation

This one has everything on negotiation: Program on Negotiation at Harvard Law School

<http://www.pon.org/catalog/index.php> such as

http://www.pon.org/catalog/product_info.php?products_id=431 Annotated Negotiation Pedagogy Bibliography

http://www.pon.org/catalog/index.php?manufacturers_id=16 Free resources from Program on Negotiation at Harvard Law School

<http://hbswk.hbs.edu/topics/negotiations.html> 38 articles from Harvard Business School

Free Management Library has rich resources at:

<http://www.managementhelp.org/intrpsnl/negotate.htm>

<http://managementhelp.org/interpersonal/negotiation-skills.htm>

There is a translation device on the top left of the screen.

Multimedia Resources for Learning and Teaching

<http://www.merlot.org/merlot/materials.htm;jsessionid=8B4B281C1B40A298DF02B45434370680?materialType=&keywords=negotiation&category=2202&newsearchbutton0.x=0&newsearchbutton0.y=0&newsearchbutton0=Search>

<http://www.merlot.org/merlot/materials.htm?materialType=&keywords=negotiation&category=2248&newsearchbutton0.x=0&newsearchbutton0.y=0&newsearchbutton0=Search>

Business Balls on negotiation <http://www.businessballs.com/negotiation.htm>

Put "Negotiation" in the search box for several results including

- <http://www.mindtools.com/CommSkill/NegotiationSkills.htm>
- <http://www.mindtools.com/stress/cwt/TeamNegotiationSkills.htm>
- http://www.mindtools.com/pages/article/newCS_88.htm
- <http://www.mindtools.com/pages/Newsletters/27Feb07.htm>

Articles and more on negotiation <http://www.negotiations.com/articles/> and <http://www.negotiations.com/article/> and <http://www.negotiations.com/questions/>

Tips http://www.karrass.com/kar_eng/tipofthethmonth.htm

Conflict Resolution

This one has everything on conflict resolution: The Conflict Resolution Information Source <http://www.cinfo.org/>

<http://www.managementhelp.org/intrpsnl/conflict.htm>

<http://www.managementhelp.org/intrpsnl/diffcult.htm>

<http://www.merlot.org/merlot/materials.htm?materialType=&keywords=conflict+resolution&category=&newsearchbutton0.x=10&newsearchbutton0.y=15&newsearchbutton0=Search>

Mediation

<http://www.mediate.com/workplace/>

Drafting Business Contracts

Sample business contracts <http://contracts.corporate.findlaw.com/>

Contract basics <http://smallbusiness.findlaw.com/business-forms-contracts/business-forms-contracts-overview/business-forms-contracts-overview-basics.html>

Managing a Diverse Workforce

<http://www.multiculturaladvantage.com/recruit/diversity/Diversity-in-the-Workplace-Benefits-Challenges-Solutions.asp>

Managing Diversity Library <http://www.multiculturaladvantage.com/managing-diversity.asp>

American Institute for Managing Diversity
http://www.aimd.org/index.php?option=com_content&task=view&id=22&Itemid=45

Glossary

<http://www.negotiations.com/definition/>

http://www.karrass.com/kar_eng/terms/

Legal information and Standards

Negotiation Law blog <http://www.negotiationlawblog.com/>

Standards for mediators <http://www.acrnet.org/Educator.aspx?id=971>

US Department of Labor Equal Employment Opportunity Laws

<http://www.dol.gov/dol/topic/discrimination/ethnicdisc.htm>

Online Encyclopedia for Legal Researchers results for “negotiation”
<http://law.lexisnexis.com/info/zimmermans/search.aspx?st=negotiation>

Statistics and Demographics

Stats on women and negotiation <http://www.womendontask.com/stats.html>

Diversity in the workplace statistics

http://www.diversityhotwire.com/business/diversity_statistics.html

Are You Planning a Questionnaire, Survey, Interview, or Focus Group?

Forum at <http://negotiationboard.com/about-us/>

Business contracts forums

http://boardreader.com/fp/FreeAdvice_Legal_Forum_15128/Business_Contracts_and_Franchises_10294528.html

<http://css-tricks.com/forums/discussion/9781/business-contracts-proposalsquotes/p1>

Associations

National Council of Negotiation Associations http://www.wshna.com/files/NCNA_Guidelines.pdf

International Academy of Collaborative Professionals <http://www.collaborativepractice.com/>

Association for Conflict Resolution <http://www.acrnet.org/>

Google “collaborative professionals” and your state or city to find a local group such as NY Association of Collaborative Professionals <http://www.collaborativelawny.com/>

Video and Audio Podcasts

Deliberative Democracy and Dispute Resolution

<http://freevideolectures.com/Course/2698/Deliberative-Democracy-and-Dispute-Resolution>

“Getting to Yes” William Ury’s TED Talk http://www.ted.com/speakers/william_ury.html

Youtube Education

http://www.youtube.com/results?search_type=edu&rental=0&uni=3&movies_browse=1&search_query=negotiation&aq=f

Wharton class video on negotiation for financing a corporate deal

<http://knowledge.wharton.upenn.edu/pe/class-07-vid.cfm>

Stanford University class on effective negotiation

http://www.youtube.com/watch?v=rCmvMDrCW_js

Put “negotiation techniques” into the www.youtube.com search box for more than 300 videos

Negotiation tip of the Week podcast <http://negotiationtip.com/>

conflict resolution podcast http://www.project-management-podcast.com/index.php?option=com_content&task=view&id=42&Itemid=9

Conflict Resolution: A Classic Psychological Study podcast

<http://www.thepsychfiles.com/2007/06/episode-20-conflict-resolution-a-classic-psychological-study/>

President Obama teaches conflict resolution <http://dulye.com/podcast-conflict-resolution-tips-obamas-recent-teaching-moment>

<http://www.facebook.com/group.php?gid=75273851067> A Facebook group for negotiation simulations among university students

<http://www.businessballs.com/negotiation.htm>

Smartphone apps to help with negotiation

<http://www.karrass.com/blog/theres-an-app-for-that-negotiation/>

Do You Need Books to Expand Your Research?

Google Books at <http://books.google.com> is amazing!

- Be sure to search it for your subject area!
- Click “Advanced Book Search” and check “Full View Only” to limit the search to full-text results
- “PartialView” can also provide plenty of full-text

<http://www.amazon.com> or <http://www.bn.com> Use these easy search engine to get lists of books on your topic and to read excerpts, but try to get the books from your local library or buy from your local independent bookstore. Or, buy a less expensive used copy from an online independent bookstore at <http://www.bookfinder.com>

If you can't find what you need or you need more, ask yourself:

Who would care about this topic?

Where would they publish what they know?

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