

Language as a Tool of Conflict Resolution
Selected Bibliography*

1. Mulholland, Joan. *The Language of Negotiation*. London & New York. Routledge. 1991. (Probably the best book available on the subject. May be ordered through Barnes & Noble. Expensive at about \$90.00.)
2. Hayakawa, S.I. & Alan R. Hayakawa. *Language in Thought and Action*. 1940. Reprint. San Diego. Harcourt, Inc. 1990. (Excellent, entertaining classic on spoken communication. Readily available in paperback at most bookstores.)
3. Lakhoff, George and Mark Johnson. *Metaphors We Live By*. Chicago. The University of Chicago Press. 1980. (One of the best and most readable books on the pervasive use and influence of metaphors in our daily life. May have to special order.)
4. Tannen, Deborah. *The Argument Culture: Moving from Debate to Dialogue*. New York. Random House. 1998. (Offers intriguing insight into how in our culture we approach almost everything as if it were a fight. A good, contemporary look at the two-sided orientation and its effect on us.)
5. Mills, Harry. *Artful Persuasion: How to Command Attention, Change Minds, and Influence People*. New York. Amacom. 2000. (This book is aimed at persons who make a living persuading others, e.g., corporate executives, sales persons and advertisers. Nevertheless, it offers many techniques that are pertinent to conflict resolution.)
6. Elgin, Susan Haden. *The Gentle Art of Verbal Self Defense*. New York. Barnes & Noble. 1980. (The book offers concrete ideas for parrying attacks of verbal violence. It is good for its discussions of the dangers of underlying suppositions and how to respond to them.)
7. Folger, Joseph P. and Tricia S. Jones, eds. *New Directions in Mediation Communication Research and Perspectives*. Thousand Oaks. Sage Publications. 1994. (A compilation of essays dealing with a variety of communication topics in mediation. Fairly technical. May have to be ordered through the out-of-print services of Barnes & Noble or some other dealer.)
8. Maggio, Rosalie. *How to Say It: Choice Words, Phrases, Sentences & Paragraphs for Every Situation*. New York. Prentice Hall. 2001. (Aimed primarily at providing vocabulary for written business communications, it contains some chapters with useful, alternative language in many settings of conflict resolution.)
9. Gee, James Paul. *An Introduction to Discourse Analysis: Theory & Method*. London & New York. Routledge. 1999. (As its title suggests, this is a fairly technical look at the science of discourse analysis. For those who become seriously interested in this discipline.)
10. Balistrere, Maggie. *The Evasion English Dictionary*. New Jersey. Melville House Publishing. 2003. (A short, 87-page look at word and phrase substitutions that serve to evade truth or responsibility. Entertaining for those who like word play.)
11. Thompson, George J. and Jerry B. Jenkins. *Verbal Judo: The Gentle Art of Persuasion*. New York. William Morrow. 1993. (Written by former police officer, this book is filled with anecdotal illustrations of how to defuse volatile situations. It doesn't deal directly with conflict resolution in the formal sense, but it does provide insight into communication in adversarial situations. It contains a great definition-by-analogy of a mediator. It is worth quoting here in full:
12. Cartoons other than the Dilbert cartoon are from: Mankoff, Bob. ed. *The New Yorker Seventy-Fifth Anniversary Cartoon Collection*. New York. Pocket Books. 1999.

***The books in this bibliography are listed in an order that reflects my view of their relative merit to the subject of "Language as a Tool of Conflict Resolution"**