

CONFLICT MANAGEMENT

Suggested Readings

- Arnold HJ, Feldman DC, Hunt G. Chapter 20: Managing conflict. In: Organizational behavior: a Canadian perspective. Toronto: McGraw Hill Ryerson Ltd; 1992.
- Aschenbrener CA, Siders CT. [Managing low-to-mid intensity conflict in the health care setting](#). Physician Exec. 1999;Sept-Oct:44-50.
- Bazerman MH, Curhan JR, Moore DA, Valley KL. [Negotiation](#). Ann Rev Psych. 2000;51:279-314.
- Clement JA. [The leadership imperative: managing conflict and resolving disputes creatively](#). Semin Nurse Manag. 2001;9(4):211-7.
- Eisenhardt KM, Kahwajy JL, Bourgeois III LJ. [How management teams can have a good fight](#). Harv Bus Rev. 1997 Jul-Aug;75(4):77-85.
- Fisher R, Ury W, Patton B. Getting to yes: negotiating agreement without giving in. Rev ed. Middlesex: Penguin Books; 2011.
- Fisher R, Ertel D. Getting ready to negotiate: the getting to yes workbook. Middlesex: Penguin Books; 1995.
- Kelly J. [An overview of conflict](#). Dimension Crit Care Nurs. 2006;25(1):22-8.
- Kraybill R. Style matters: the Kraybill conflict style inventory. Riverhouse ePress Publications; 2005 [cited 2007 Mar 9]. Available from: <http://www.riverhouseeppress.com>.
- Lemieux-Charles L. [Physicians in health care management: 10: managing conflict through negotiation](#). CMAJ. 1994;151(8):1129-32.
- Lipcamon JD. [Conflict resolution in healthcare management](#). Radiol Manage. 2004;May-Jun: 48-51.
- Mintzberg H, Jorgensen J, Dougherty D, Westley F. [Some surprising things about collaboration: knowing how people connect makes it work better](#). Organizational Dynamics.1996;Spring:60-71.
- Porter-O'Grady T. [Embracing conflict: building a healthy community](#). Health Care Manage Rev. 2004;29(3):181-7.
- Sarfaty S, Kolb D, Barnett R, Szalacha L, Caswell C, Inui T, Carr PL. [Negotiation in academic medicine: a necessary career skill](#). J Womens Health. 2007; 16(2):235-44.

CONFLICT MANAGEMENT

Suggested Readings (Cont'd)

- Saltman DC, O'Dea NA, Kidd MR. [Conflict management: a primer for doctors in training](#). Postgrad Med J. 2006;82:9-12.
- Scalzo K, et al. Managing conflict. Physician Manager Institute III Workshop Series. Ottawa: Canadian Medical Association; 2000. [cited 2007 Feb 26]. Available from: http://www.cma.ca/index.cfm/ci_id/20291/la_id/1.htm.
- Shortell SN, Kaluzny AD. Health care management: a text in organizational behavior. New York: John Wiley & Sons; 1988.
- Siders CT, Aschenbrenner CA. [Conflict management checklist: a diagnostic tool for assessing conflict in organizations](#). Physician Exec.1999;Jul-Aug:32-7.
- Sotile WM, Sotile MO. Chapter 8: Negotiating conflict. In: The resilient physician: effective emotional management for doctors and their medical organizations. American Medical Association Press; 2002.
- Thomas KW, Kilmann RH. Thomas-Kilmann conflict mode instrument (A). Mountain View: CPP, Inc. [cited 2007 Feb 26]. Available from: <https://www.cpp.com/products/tki/index.aspx>.
- Thompson LL. The mind and heart of the negotiator. 6th ed. Upper Saddle River: Pearson Prentice Hall; 2014.