More Praise for
*The Handbook of Conflict Resolution*

“Professor Morton Deutsch is one of the greatest contributors of the twenty-first century to the important and crucial field of conflict resolution. His contributions have been in theory and practice, in attracting outstanding people to work with him, in stimulating superb people to carry on in their own paths. The net effect is a truly major contribution to this field, and it is summed up beautifully in this revised and enlarged edition. Highly informative, profoundly insightful, and, indeed, a definitive account of conflict resolution.”

—David A. Hamburg, president emeritus, Carnegie Corporation of New York; DeWitt Wallace Distinguished Scholar; and cochair, Social Medicine and Public Policy Programs, Department of Psychiatry, New York Presbyterian Hospital and Cornell University Medical College

“This volume is an extraordinary resource, a much-needed comprehensive handbook on conflict resolution.”

—Arthur E. Levine, president emeritus, Teachers College, Columbia University; president, Woodrow Wilson National Fellowship Foundation

“This Handbook should be on the reading list of every course in peace and conflict studies and especially on the lists used in teacher preparation courses in peace education, a field that seeks to cultivate understanding of constructive ways of confronting violence, alternatives to force and lethal conflict for the pursuit of social purposes.”

—Betty Reardon, founding director emeritus, Peace Education Center, Teachers College, Columbia University

“In the past, I have been saying to all of my students at Kyushu University and the participants in my mediation trainings, ‘If you are serious about mediation, read *The Handbook of Conflict Resolution.*’ Now seeing the updated and enlarged edition, I would say, ‘Read it, for it will help you become a thoughtful and insightful mediator.’”

—Hisako Kobayashi-Levin, associate professor, Faculty of Law, Kyushu University
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PREFACE

The field of conflict resolution continues to develop rapidly. As a consequence, we have updated and revised the second edition of this Handbook. Almost all of the chapters in the second edition have been updated; in some, the revisions have been extensive, and in others, only minor changes seemed necessary. Also, we have added new chapters on topics that were not covered or needed more coverage than they received in the first two editions. Given the scope of growth in the field, we have expanded the book considerably. And in order to make this expansion more cost effective for the readership, we have developed a new online section of the book.

The new chapters for this edition have an asterisk next to them in the Contents. They are important, original contributions to the field of conflict resolution by outstanding scholars and practitioners, as are the updated chapters from the first two editions.

In the Preface to the first edition, we characterized the purpose of the Handbook, its organization, professional value, and orientation. This book is meant for those who wish to deepen their understanding of the processes involved in conflicts and their knowledge of how to manage them constructively. It provides the theoretical underpinnings that shed light on the fundamental social psychological processes involved in understanding and managing conflicts at all levels: interpersonal, intergroup, organizational, and international.

As an area of scholarship and professional practice, conflict resolution is relatively young, having emerged as a discipline after World War II. Practice
and theory have been only loosely linked. This book aims to foster closer connection between the two by demonstrating the relevance of theoretical ideas and empirical research to practice. Although the link between theory and practice is inherently bidirectional, this book primarily emphasizes the path from theory to practice.

The theoretical ideas presented in this book were for the most part not developed specifically in relation to understanding conflict or to facilitate professional practice in this area. They have relevance to any area in which it is important to understand the basic processes in social interactions of all sorts and in various contexts—at work; in politics, schools, families, clinics, courts, and bedrooms; on highways; and elsewhere. For the purposes of this book, the authors have developed their chapters to bring out the relevance of the theories and research being discussed to understanding conflict specifically.

When appropriate, chapters are organized to address three general topics. The first deals with the theoretical ideas in the substantive area being discussed. The second draws out the implications of these ideas for understanding conflict, and the third is concerned with the implications of these ideas for educating or training people to manage their conflicts more constructively.

_The Handbook of Conflict Resolution_ is divided into parts somewhat arbitrarily, and inevitably there is overlap among them. The introductory chapter gives examples of real conflicts and indicates the kinds of questions one might pose to understand what is going on in the conflicts—questions that are addressed in many of the chapters. The Introduction also has a brief discussion of the orientations of practitioners on the one hand and researcher-theorists on the other, to offer some insight into the misunderstandings that often occur between these two groups. It also contains an abbreviated history of the study of conflict from a social psychological perspective and indicates the sorts of questions that have been and are being addressed.

Parts 1 through 4 comprise the major portion of the book and present the theoretical ideas that have been developed (mainly in areas of social psychology) that are useful in understanding conflict processes as well as in helping people learn to manage their conflicts constructively. The authors of the chapters in these parts discuss the practical implications of their ideas for conflict, as well as the theoretical foundations underlying the implications they draw.

Even apart from their usefulness for conflict, the theoretical ideas should be of value to anyone interested in understanding the nature of basic social psychological processes and involved in social interactions of any kind. The Contents pages for parts 1 through 4 indicate the broad range of theoretical ideas and their implications for conflict. They are grouped, arbitrarily, into interpersonal and intergroup processes, intrapsychic and intragroup processes, personal differences, and creativity and change. Almost all of the chapters
discuss matters that cross such arbitrary boundaries. New chapters (chapters 3, 14, and 15) respectively deal with privilege and justice, group decision making, and gender, as they relate to conflict.

Part 5 contains four chapters that consider the relation between culture and conflict, each from a somewhat different perspective. Chapters 25 through 27 (all new chapters) examine some of the common sorts of misunderstanding that can arise when people from varying cultural backgrounds interact and what can be done to help them learn to understand one another’s cultural background. Then chapter 28 examines an influential theoretical approach to conflict resolution developed in the United States to see how it is (or is not) applicable to conflict in the entirely different context of China.

Part 6 is concerned with difficult conflicts. Two revised chapters (29 and 30) examine aggression and violence and intractable conflict, respectively. Two new chapters have been added: chapter 31 is focused on the connections between human rights and conflicts and chapter 32 on terrorism.

Part 7 is most directly concerned with practice. Its eleven chapters are all authored by leaders in the field and focus on theory and research behind common models of practice such as negotiation (33), mediation (34), the Coleman Raider model for training in constructive conflict resolution (35), dialogue processes (36), and John Gottman’s model of conflict management with couples (37). These chapters then go on to strategies for working with larger groups (38), employing group relations theory (39), reconciliation between groups (40), and employing social network theory to conflict analysis and resolution (41). Chapter 42 focuses on using research findings in practice and chapter 43 on nonviolence and conflict.

In part 8, we look to the future. Chapter 44 presents a framework for thinking about research on conflict resolution training. As of this writing, there has been little good and systematic research in this area. If the field is to develop and have a bright future, it needs more research. Chapter 45 presents the authors’ views of the future directions that basic research on conflict and its resolution might well take.

The concluding chapter is an overview and commentary on the current state of the field; it considers issues such as what substantive questions need to be addressed that have not received the attention they warrant—that is, the practice as well as theoretical issues.

The final (online) section contains what we have labeled our domain-specific chapters. The expert authors of these chapters were asked to familiarize themselves with the basic processes chapters of this Handbook and then to speak to these models and practices in their chapters, making links to existing chapters explicit. They include chapters in the following domains: gender conflict in marriage (chapter 46), conflict resolution in schools (47), conflict in organizations (48), labor relations and conflict (49), law and dispute resolution (50), police