



Book Series

# *Contemporary Issues in Conflict Management and Dialogue*

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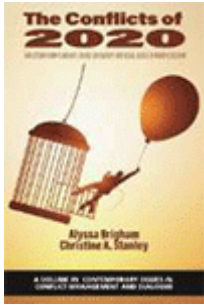
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## The Conflicts of 2020

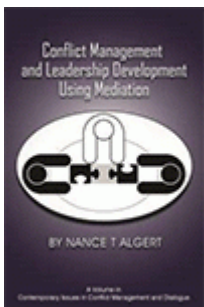
### Reflections from a Graduate Course on Diversity and Social Justice in Higher Education

Alyssa Brigham, Texas A&M University; Christine A. Stanley, Texas A&M University

2021. Paperback 978-1-64802-794-9 \$45.99. Hardcover 978-1-64802-795-6 \$85.99. eBook 978-1-64802-796-3 \$74.

The year 2020 presented conflicts in higher education, including a global pandemic, racial protests, cries for Black Lives Matter following the deaths of Black women and men by police, education moved online to virtual classrooms, and the U.S. economy struggling as millions of Americans were furloughed or worked remotely and ordered everything curbside; all of this compounded by an election year. This book is a compilation of perspectives shared from students enrolled in a graduate course on diversity and social justice in higher education who found community in sharing their personal and professional experiences associated with identity and allyship development, socialization, activism, institutionalized racism, academic traditions, advising, to implications for change in higher education policies, processes, and practice.

**CONTENTS:** Foreword, *Marilyn S. Mobley*. Introduction: The Conflicts of 2020: Creating Community From a Graduate Course on Diversity and Social Justice in Higher Education, *Alyssa Brigham and Christine A. Stanley*. Acknowledgements. From Unconscious Racism to Allyship: A Reflection on My Ongoing Journey, *Trent Smith*. White Folks: Our Ignorance Is Not Innocent, *Kevin Bazner*. Good Enough Isn't Enough: The New World of Online Teaching and Learning, *Hannah Malcomb and Alyssa Brigham*. Reframing the Role of the Academic Advising Profession in Higher Education: Agents of Social Change and Justice, *Rafael R. Almanzar*. Recruiting vs. Supporting Becoming a Hispanic-Serving Institution, *Myroslaba Martinez and Marissa Castillo*. Contributing to a Chilly Climate: White Institutional Presence in Campus Traditions, *Libby Dagggers and Allison Rivera*. Shutting Up Ain't Part of the Game: Understanding and Supporting College Athlete Activism, *Sayvon JL Foster*. About the Contributors.



## Conflict Management and Leadership Development Using Mediation

Nance T Algert, Texas A&M University

2021. Paperback 978-1-64802-259-3 \$45.99. Hardcover 978-1-64802-260-9 \$85.99. eBook 978-1-64802-261-6 \$74.

Conflict management is an overlooked area in leadership development. Mediation as an intervention method to use in conflict management can be productive for building leadership capacity and organizational development in higher education. Adults average five conflicts per day and people in titled leadership spend over two-thirds of their time engaged in managing conflict. This workbook offers conflict management strategies, models, and processes to support college and university personnel in recognizing and managing conflicts and how to build skill sets that can enhance effective communication and address conflicts.

**CONTENTS:** Preface, *Nance T Algert*. Introduction. SECTION I: Change and the Workplace. SECTION II: Conflict. SECTION III: Conflict Management. SECTION IV: Conflict Engagement. SECTION V: Organizational Conflict. SECTION VI: Mediation. SECTION VII: Models of Mediation. Glossary. APPENDIX I: Ethical Guidelines for Mediators. APPENDIX II: Captured Conflict Management Phrases. APPENDIX III: Reading Reference List. About the Author.



## Conflict Management and Dialogue in Higher Education 3rd Edition

Nance T Algert, Texas A&M University; Carla Liau-Hing Yep, Texas A&M University; Kenita S. Rogers, Texas A&M University; Christine A. Stanley, Texas A&M University

2021. Paperback 978-1-64802-306-4 \$45.99. Hardcover 978-1-64802-307-1 \$85.99. eBook 978-1-64802-308-8 \$74.

Conflict management is an overlooked area in leadership development. Mediation as an intervention method to use in conflict management can be productive for building leadership capacity and organizational development in higher education. Adults average five conflicts per day and people in titled leadership spend over two-thirds of their time engaged in managing conflict. This book offers conflict management strategies, models, and processes to support college and university personnel in recognizing and managing conflicts and how to build skill sets that can enhance effective communication and address issues strategically.

**CONTENTS:** Foreword. Prelude and Book Organization. Acknowledgments. SECTION I: WHY FOCUS ON MANAGING CONFLICT? SECTION II: REALITIES ABOUT CONFLICT. SECTION III: CONFLICT MANAGEMENT FROM A PRACTITIONER PERSPECTIVE. SECTION IV: UNIT LEADERS' RESPONSIBILITIES WITH CONFLICT. SECTION V: UNIQUE ATTRIBUTES AROUND CONFLICT IN HIGHER EDUCATION. SECTION VI: CONFLICT MANAGEMENT IN HIGHER EDUCATION: A REVIEW OF SELECTED LITERATURE. SECTION VII: PERSONAL SKILLS REQUIRED TO BE A GOOD CONFLICT MANAGER. SECTION VIII: MEDIATION SKILLS IN MANAGING CONFLICT. SECTION IX: DIALOGUE AS A CONFLICT MANAGEMENT STRATEGY. SECTION X: CONCLUSION AND THE WAY FORWARD. Glossary. About the Authors.



## Critical Dialogues in Higher Education

Nance T Algert, Texas A&M University; Clare A. Gill, Texas A&M University

2020. Paperback 978-1-64802-062-9 \$45.99. Hardcover 978-1-64802-063-6 \$85.99. eBook 978-1-64802-064-3 \$74.

This book is designed to support individuals, particularly in higher education settings, gain knowledge and skills related to critical dialogues that support effective conflict management. Higher education institutions and its stakeholders such as faculty, staff, students, and administrators are often perceived for their proclivity to foster debate. This book is not about how to facilitate debate, but rather, dialogue, which if managed well, can lead to positive growth, learning outcomes, and increased productivity. Dialogue as a method for effective conflict management is an underutilized method of communication. Contents of the book include modules that address communication skills, conflict management styles, working in small groups or teams, how to facilitate change, and research-based resources and references for conflict management.

**CONTENTS:** Introduction. PART I: Difficult Dialogues Program Overview. PART II: Communication. PART III: Difficult Dialogue Process. MODULE 1: Me With Me: Increasing Self-Awareness. MODULE 2: Me and the Group: Managing Me as a Group Participant. MODULE 3: Me as a Facilitator: Facilitating a Group or Team Using Dialogue. MODULE 4: Reflecting on Organizational Climate. Glossary. References. Additional References. About the Authors.



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