

CONCUR RESOURCE GUIDE

The CONCUR Resource Guide is intended as a tool to further professional development in the area of environmental dispute resolution. The Resource Guide has several sections. Section 1 lists graduate programs in environmental and public policy dispute resolution and provides contact information for listed graduate programs. Section 2 lists selected California based professional organizations working in dispute resolution and their contact information. Section 3 presents a list of books and articles on environmental dispute resolution and Section 4 lists journals and newsletters relevant for the field of environmental dispute resolution. A final section of the Resource Guide lists CONCUR publications available for purchase. CONCUR updates this Resource Guide on about a quarterly basis and welcomes corrections and additions.

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SECTION 1: GRADUATE PROGRAMS

For this section of the Resource Guide, we have divided North American graduate programs dealing with Public Policy Dispute Resolution into four categories:

- **Graduate Programs in Dispute Resolution:** These schools focus on conflict resolution as a primary discipline rather than as a field of study in the context of other disciplines such as public policy, law, or environmental management. Thus, students entering these programs learn about conflict resolution theories and their application; what they know about other disciplines will be limited to those areas where dispute resolution can be applied.

These schools represent a spectrum of approaches, from practice oriented programs to theoretical programs oriented toward academic careers. Some of these institutions offer graduate certificates that require fewer credit hours than a Master's degree.

- **Graduate Programs in Other Disciplines that Offer Courses on Dispute Resolution:** These schools concern themselves primarily with public policy, planning, law, and/or environmental management; dispute resolution is seen as one of many tools for rational decision-making. These schools usually have one or more professors whose research interest is the application of dispute resolution techniques to public policy problems; these professors in turn teach courses on negotiation and mediation for their students. Some of these schools may offer students the option of piecing together their own dispute resolution program by taking relevant courses offered by various departments. Some of these institutions also offer graduate certificates that require fewer credit hours than a Master's degree, and a few offer their studies online.

For the two categories described above, these schools are also characterized by two criteria: 1) Fully developed departments with an integrated curriculum and full-time faculty with credentials pertaining to the field of conflict/dispute resolution; and 2) Students that form an interactive cohort and pursue more than half of their required credit hours at the home institution.

- **Online or Primarily Online Graduate Programs in Dispute Resolution:** These schools offer Master's degrees and graduate certificates in dispute resolution. They differ from the schools in the two categories above in that students in these programs pursue more than half of their required credit hours away from the school in an online learning environment.
- **Graduate Certificate or Short Session Only Programs in Dispute Resolution:** These programs offer graduate certificates or other credit courses in the field of dispute resolution.

As the full list of programs is quite large, we only give a partial list of each type of program below to introduce the reader to some programs and to give him or her a

direction in which to start. Those wishing a more extensive list can access the websites of the Internet Networking and Resource Organizations described in Section III.

GRADUATE PROGRAMS IN DISPUTE RESOLUTION

American University, Washington DC

www.american.edu/sis/academics/graduateprograms/ma/ipcr.htm

MA, International Peace and Conflict Resolution

Arcadia University, Pennsylvania

gargoyle.arcadia.edu/ipcr

MA, International Peace and Conflict Resolution

Brandeis University, Massachusetts

www.brandeis.edu/programs/Slifka/

MA, Coexistence and Conflict

Columbia College of South Carolina

www.columbiacollegesc.edu/graduate/conflict.html

MA, Human Behavior and Conflict Management

Duquesne University, Pennsylvania

www.policycenter.duq.edu/require.html

MA, Conflict Resolution and Peace Studies

Eastern Mennonite University, Virginia

www.emu.edu/ctp/grad.html

MA, Conflict Transformation

Fresno Pacific University, California

peace.fresno.edu/academic.php#graduate

MA, Peacemaking and Conflict Studies

George Mason University, Virginia

www.gmu.edu/departments/ICAR

MS & PhD, Conflict Resolution

Kennesaw State University, Georgia

www.kennesaw.edu/pols/mscm

MS, Conflict Management

Nova Southeastern University, Florida

shss.nova.edu

MA & PhD, Conflict Analysis and Resolution

Portland State University, Oregon

www.conflictresolution.pdx.edu/

MA or MS, Conflict Resolution

Saint Paul University, Ottawa

web.ustpaul.uottawa.ca/en/fac_prog/human_sc/conflict/index.htm

MA, Conflict Studies

School of International Training, Vermont

www.sit.edu/graduate/mact/index.html

MA, Conflict Transformation

University of Baltimore, Maryland

www.ubalt.edu/study/graduate/negotiations_conflict.html

MS, Negotiations and Conflict Management

University of Massachusetts - Boston

www.disres.umb.edu/degrecertinfo/degrecertinfo_ma.htm

MA, Dispute Resolution

University of Notre Dame, Indiana

kroc.nd.edu/

MA, Peace Studies

University of North Carolina - Greensboro

www.uncg.edu/grs/Conflict_Resolution/About.html#MA

MA, Conflict Resolution

University of San Diego, California

www.sandiego.edu/academics/peace/

MA, Peace and Justice Studies

**GRADUATE PROGRAMS IN OTHER DISCIPLINES THAT OFFER COURSES ON
DISPUTE RESOLUTION**

Catholic University of America, Politics Department

politics.cua.edu/graduate

MA, Political Science with focus in Peace Studies

Cornell University, City and Regional Planning Department

www.crp.cornell.edu/

Master and PhD programs in Regional Planning and International Development

Emory University, Political Science Department

www.polisci.emory.edu/graduate

PhD, Political Science with focus in Conflict Studies

Georgetown University, Edmund A. Walsh School of Foreign Service

www.georgetown.edu/sfs

MA, various programs in the field of conflict resolution

Georgia Institute of Technology , City and Regional Planning Program
www.coa.gatech.edu/crp/mcrp/
MA, City and Regional Planning

Harvard University, John F. Kennedy School of Government
Belfer Center for Science and International Affairs, WPF Program on Intrastate Conflict,
Conflict Prevention, and Conflict Resolution
www.ksg.harvard.edu
Master and PhD programs in Public Policy and Public Administration

Johns Hopkins University, School of Advanced International Studies
www.sais-jhu.edu/degree_programs/index.html
MA, International Relations with focus on Conflict Management

Massachusetts Institute of Technology (MIT), Dept. of Urban Studies and Planning
dusp.mit.edu
Master and PhD programs in City Planning

Cleveland State University, Maxine Goodman Levin College of Urban Affairs
urban.csuohio.edu
Master and PhD programs in urban and environmental affairs

Monterey Institute of International Studies
www.miis.edu/gsips-about-dean.html
MA, International Policy Studies (Interdisciplinary)

Pepperdine University School of Law, Straus Institute for Dispute Resolution
law.pepperdine.edu/straus/academics/program_overview/masters.jsp
MA, Dispute Resolution

Portland State University, College of Urban and Public Affairs
www.upa.pdx.edu
PhD programs in Urban Studies, Urban Studies: Regional Science, and Public
Administration and Policy

Syracuse University, Maxwell School of Citizenship and Public Affairs
www.maxwell.syr.edu/ir/certificates.asp
Master and PhD programs in social sciences, also Certificate of Advanced Studies in
Conflict Resolution

University of Denver, Graduate School of International Studies
www.du.edu/gsis/programs/ma_index.html
Master and PhD programs in international issues

University of Hawaii at Manoa, Political Science Department
www.politicalscience.hawaii.edu/gradstudy.htm#conflict
MA, Political Science with specialization in Conflict Resolution

University of Florida, Department of Urban and Regional Planning
web.dcp.ufl.edu/urp/
Master and PhD programs in planning

University of Michigan, School of Natural Resources and Environment
www.snre.umich.edu
MS and PhD programs in natural resources and environment

University of North Carolina, Department of City and Regional Planning
www.unc.edu/depts/dcrpweb
Master and PhD programs in planning

University of Pennsylvania, Political Science Department
www.ssc.upenn.edu/polisci/grad
MA, Political Science with focus in National and Ethnic Conflict

University of Victoria, Canada, Institute for Dispute Resolution
dispute.resolution.uvic.ca
Interdisciplinary MA in Dispute Resolution

Wayne State University, College of Urban, Labor, and Metropolitan Affairs
www.culma.wayne.edu/students/madr.htm
MA, Dispute Resolution

ONLINE OR PRIMARILY ONLINE GRADUATE PROGRAMS

Antioch University, McGregor School
www.mcgregor.edu/cr
MA, Conflict Resolution

California State University
www.csudh.edu/negcon
MA, Negotiation, Conflict Management & Peacebuilding

Nova Southeastern University
shss.nova.edu
MA & PhD, Conflict Analysis and Resolution

Sullivan University
home.sullivan.edu/grad_school/graduate/curriculum/MSDR.htm
MS in Dispute Resolution and Certificate in Dispute Resolution

University of Colorado, Conflict Research Consortium
International Online Training Program on Intractable Conflict
www.colorado.edu/conflict/peace/

GRADUATE CERTIFICATE OR SHORT SESSION ONLY PROGRAMS

Golden Gate University, California

www.ggu.edu

Graduate Certificate in Conflict Resolution

Saybrook Graduate School

www.saybrook.edu

Peace and Conflict Resolution Studies Certificate

Southern Methodist University

www.smu.edu/continuing_education/professional/disputeresolution/index.asp

Graduate Certificate in Dispute Resolution

University of California at Irvine, Extension Program

unex.uci.edu/courses/certificate/conflict_mgt_alternative_disp.asp?

Certificate in Conflict Management & the Use of Alternative Dispute Resolution

Vermont Law School

www.vermontlaw.edu/elc/elc.htm

Summer Session Credit Courses in Mediation, ADR and the Environment, Arbitration, and Negotiation

SECTION 2: DISPUTE RESOLUTION ORGANIZATIONS

For this section of the Resource Guide, we have divided dispute resolution organizations into the following categories:

- **Internet Networking and Resource Organizations:** These organizations host one or more websites containing a large amount of information on the dispute resolution and mediation. They also serve as a locus of networking through online discussions, internet services, and other organizing activities.
- **National Mediation Organizations:** These organizations provide services to mediators nationally by providing training, organizing conferences and other networking opportunities, developing policies and ethical guidelines for mediation practice, and acting as a representatives for mediators when appropriate.
- **Professional Mediation Organizations:** These two organizations provide a sample of some established professional mediation organizations for public policy and environmental planning and dispute resolution. Both organizations also have websites that contain some useful information on mediation as a practice.
- **Research Organizations:** These organizations focus much of their effort on researching various aspects of negotiation and mediation in an effort to link theory and practice.
- **California State Level Institutions:** These organizations serve local mediators in their area by providing training, maintaining a referral service, lobbying governments, and helping mediators network with each other.
- **Community Mediation Centres in California:** These are some of the local mediation providers in various areas of California. They provide mediation and, sometimes, training to those who want to know more about mediation.

INTERNET NETWORKING AND RESOURCE ORGANIZATIONS

The following organizations are by no means the only one providing a virtual space for research and networking, but they are some of the most comprehensive.

Organization: Conflict Resolution Consortium, University of Colorado at Boulder

Contact Name: Guy Burgess or Heidi Burgess, Co-Directors

Address: Campus Box 580, Boulder, Colorado, 80309

Phone #: 303-492-1635

Web Page: www.colorado.edu/conflict

Fax #: 303-492-2154

E-mail: burgess@colorado.edu

Program Description: The Conflict Resolution Consortium produced and maintains an extensive website that includes: 1) online courses; 2) information on degrees, certificates, and trainings given on mediation by a variety of institutions; 3) full text

copies and abstracts of important articles and books on conflict resolution; 4) information on current research projects; 5) an encyclopedia of conflict resolution terms and; 6) links to other websites that deal with conflict resolution. Besides the website, core consortium activities include developing online training courses, interdisciplinary theory-building programs on achieving justice without violence, strategies for pursuing a positive-sum society, and computer applications to conflict resolution; a small grants program; and a networking and affiliates program.

Organization: Mediate.com

Contact Name: Colin Rule, General Manager

Address: PO Box 51090, Eugene, OR 97405

Phone #: (541) 345-1629 **Web Page:** www.mediate.com

Fax #: unknown **E-mail:** admin@mediate.com

Program Description: Founded in 1996, Mediate.com is the most visited conflict resolution web site in the world. Mediate.com contains a number of valuable resources for mediators and others interested in mediation, including: 1) a searchable library of articles on mediation; 2) a "marketplace" for mediation products and services; 3) information on mediation training programs; 4) a calendar of events; 5) online resources, including a directory of practicing mediators and a mediator referral service; 6) online forums on current mediation topics; and 7) internet services such as web hosting and website design.

NATIONAL MEDIATION ORGANIZATIONS

Organization: Association for Conflict Resolution (ACR)

Contact Name: Mr. Andrew Sowell, Administrative and Volunteer Coordinator

Address: 1015 18th Street, NW, Suite 1150; Washington, D.C. 20036.

Phone #: 202-464-9700 **Web Page:** www.acresolution.org/

Fax #: 202-464-9720 **E-mail:** acr@ACRnet.org

Program Description: The Association for Conflict Resolution (ACR) is a professional organization dedicated to enhancing the practice and public understanding of conflict resolution. Our mission is promoting peaceful, effective conflict resolution. ACR represents and serves a diverse national and international audience that includes more than 7000 mediators, arbitrators, facilitators, educators, and others involved in the field of conflict resolution and collaborative decision-making. Anyone interested in the field of conflict resolution is welcome to join.

Organization: National Association for Community Mediation
Contact Name: Linda Baron, Executive Director
Address: 1527 New Hampshire Ave, NW, Washington, DC 20036

Phone #: 202-667-9700 **Web Page:** www.nafcm.org/nafcmm
Fax #: 202-667-8629 **E-mail:** nafcmm@nafcmm.org

Program Description: The National Association for Community Mediation (NAFCM) is an organization of community mediation programs and volunteer mediators that subscribe to the constructive processes for resolving differences between individuals, groups, and strengthening relationships and building connections between people and groups. Community mediation programs create processes that make communities work for all of us. The purpose of the NAFCM is to support the maintenance and growth of community-based mediation programs and processes; to present a compelling voice in appropriate policy-making, legislative, professional and other arenas; and to encourage the development and sharing of resources for these efforts.

Organization: PeaceWeb
Contact Name: Ann Yellott, Administrative & Network Coordinator
Address: Tuscon, AZ

Phone #: 520-670-1541 **Web Page:** www.apeacemaker.com
Fax #: **E-mail:** peaceweb@apeacemaker.net

Program Description: PeaceWeb has a 22-year history as The National Conference on Peacemaking and Conflict Resolution (NCPCR). PeaceWeb promotes the use and acceptance of non-violent approaches to the resolution of conflict and the improvement of conflict resolution theory and practice. PeaceWeb holds national and international conferences bringing together volunteers, academics, professional dispute resolvers and advocates for peacemaking in families, organizations and communities. There are four PeaceWeb regions in the US, a Network of Latin American Peacebuilders /Red Latinoamericana de Constructores de la Paz (RALN), a Network of Youth Peacemakers (NYP), and an Alliance of African/African American Peacemakers.

Organization: U.S. Institute for Environmental Conflict Resolution (IECR)
Contact Name: Kirk Emerson, Director
Address:

Phone #: 520-670-5299 **Web Page:** www.ecr.gov
Fax #: 520-670-5530 **E-mail:** usiecr@ecr.gov

Program Description: The 1998 Environmental Policy and Conflict Resolution Act ([P.L. 105-156](#)) created the U.S. Institute for Environmental Conflict Resolution to assist parties in resolving environmental conflicts around the country that involve federal agencies or

interests. The Institute provides a neutral place inside the federal government but "outside the Beltway" where public and private interests can reach common ground. Its primary objectives are to: resolve federal environmental, natural resources, and public lands disputes in a timely and constructive manner through assisted negotiation and mediation; increase the appropriate use of environmental conflict resolution (ECR) in general and improve the ability of federal agencies and other interested parties to engage in ECR effectively; and engage in and promote collaborative problem-solving and consensus-building during the design and implementation of federal environmental policies to prevent and reduce the incidence of future environmental disputes

PROFESSIONAL MEDIATION ORGANIZATIONS

Organization: CONCUR Incorporated
Contact Name: Scott McCreary, Principal
Address: 1832 2nd Street, Berkeley, CA 94710

Phone #: 510-649-8008 **Web Page:** www.concurinc.com
Fax #: 510-649-1980 **E-mail:** concur@concurinc.net

Program Description: CONCUR specializes in applying a broad range of analytic and strategic planning skills to help clients make difficult decisions on complex land use, environmental and natural resource issues. Based on their unique combination of process and substantive expertise, CONCUR provides the full range of professional services needed to support environmental and public policy decision making. Specifically, staff have extensive knowledge of and experience in the art and science of negotiation and dispute resolution, as well as public policy analysis, policy implementation, organizational development, and the natural sciences. This dual expertise in process and substance is the foundation of CONCUR's philosophy: to integrate different disciplines to strengthen problem-solving capability in providing clients the highest quality professional services.

Organization: RESOLVE
Contact Name: Detra Stoddard, Senior Program Secretary
Address: 1255 23rd Street, NW, Suite 275, Washington, DC 20037

Phone #: 202-944-2300 **Web Page:** www.resolve.org
Fax #: 202-338-1264 **E-mail:** info@resolve.org

Program Description: RESOLVE, Inc. is a Washington, DC (and also Portland, OR and Denver, CO) based non-profit organization specializing in environmental dispute resolution, environmental mediation, consensus building, facilitation, conflict resolution and policy dialogue. RESOLVE is a leader in mediating solutions to controversial problems and broadening the techniques for consensus building on public policy issues. RESOLVE is dedicated to improving dialogue and negotiation between parties to solve

complex public policy issues and to advancing both research and practice in the dispute resolution field. RESOLVE works in the United States and internationally and has an accomplished team of senior mediators managing numerous mediation cases each year.

Organization: Meridian Institute
Contact Name: Timothy Mealy, Senior Partner
Address: 1920 L Street, NW, Suite 500, Washington, DC 20036

Phone #: 202.354.6440 **Web Page:** www.merid.org
Fax #: 202.354.6441 **E-mail:** tmealy@merid.org

Program Description: Meridian Institute is a non-profit organization in Washington, DC and Dillon, CO whose mission is to solve problems and resolve conflicts arising from the integration of environmental, health, economic, and social issues. Meridian's facilitators design, convene, and facilitate collaborative problem-solving processes. In these processes, Meridian helps people work together to: identify critical issues, build relationships and trust, construct innovative solutions, and implement effective, durable decisions.

Organization: CDR Associates
Contact Name: Dan Dozier, Director
Address: 100 Arapahoe Avenue, Suite 12, Boulder, Colorado 80302

Phone #: 1-800-MEDIATE **Web Page:** www.mediate.org
Fax #: 303-442-7442 **E-mail:** cdr@mediate.org

Program Description: CDR Associates is a non-profit organization in Boulder, CO and Bethesda, MD with over 25 years experience in providing conflict resolution services, decision making assistance, dispute resolution systems design, and training. CDR provides these services domestically and internationally in six program areas: International and Cross Cultural Conflict Resolution, Environmental and Public Policy Decision Making, Organizational and Workplace Conflict Management, Civil Dispute Mediation, Training, and Designing Dispute Resolution Systems.

RESEARCH ORGANIZATIONS

Organization: The Consensus Building Institute Inc. (CBI)
Contact Name: Larry Susskind, President
Address: 238 Main Street, Suite 400, Cambridge, MA 02142

Phone #: 617-492-1414 **Web Page:** www.cbuilding.org
Fax #: 617-492-1919 **E-mail:** sossi@cbuilding.org

Program Description: CBI is a nonprofit organization that was created by leading researchers and practitioners in the field of consensus building. CBI begins its work with three guiding principles. First, consensus building is an extremely important resource to society—one which must be developed in a rigorous and systematic way. Second, consensus building can and should be applied to a broader range of problems, on all levels of government, in countries around the world. Third, effective training is an essential building block in consensus building, and people of widely varying backgrounds and age groups can benefit from such training. CBI's work comprises four core activities: (a) documentation and evaluation of current practice; (b) assistance to public agencies and officials; (c) consensus building internationally; and (d) evaluation and design of training efforts.

Organization: Program on Negotiation at Harvard Law School (PON)
Contact Name: Susan Hackley, Managing Director
Address: Harvard Law School, 513 Pound Hall, Cambridge, MA 02138

Phone #: 617-495-1684 **Web Page:** www.pon.harvard.edu
Fax #: 617-495-7818 **E-mail:** pon@law.harvard.edu

Program Description: PON is an interuniversity consortium involving faculty, graduate students, and administrative staff from a range of disciplines and professional schools at Harvard University, the Massachusetts Institute of Technology, Tufts University and other Boston-area schools. The major goals of the Program on Negotiation are to: design, implement, and evaluate better dispute resolution practices; promote collaboration and communication among practitioners and scholars; develop educational programs and materials for instruction in negotiation and dispute resolution; and increase public awareness and understanding of successful conflict resolution efforts.

CALIFORNIA STATE LEVEL INSTITUTIONS

Organization: The California Dispute Resolution Council
Contact Name: CDRC Office
Address: P. O. Box 177, La Jolla, CA 92038

Phone #: 866-216-CDRC **Web Page:** www.cdrc.net
Fax #: 360-287-1633 **E-mail:** cdrc@mediate.com

Program Description: The California Dispute Resolution Council is a statewide nonprofit organization comprised of commercial and non-commercial Alternative Dispute Resolution (ADR) providers and educators. Our members range from the largest ADR organizations to individual practitioners. Our membership includes organizations and individuals who use ADR services and want to preserve ADR as an accessible, efficient, and effective means of dispute resolution. CDRC's mission is to: 1) Develop, support, and influence legislation and public policies promoting effective and accessible conflict

resolution services; 2) Promote high standards of conduct; and 3) Provide a forum for building consensus and implementing principles and the practice of dispute resolution.

Organization: Northern California Mediation Association (NCMA)
Contact Name: Nancy J. Foster, J.D.
Address: 100 Drake's Landing Road, Suite 150, Greenbrae, CA 94904

Phone #: 415-461-6392 **Web Page:** www.ncmc-mediate.org
Fax #: 415-925-1144 **E-mail:** ncmc@ncmc-mediate.org

Program Description: NCMA is a private, nonprofit California corporation that provides mediation services to the general public and serves as a networking service to professional mediators and individuals interested in the field of mediation. NCMA offers mediation training courses, brown bag meetings, and annual conferences.

Organization: Southern California Mediation Association (SCMA)
Contact Name: SCMA Office
Address: 1405 Warner Ave., Tustin, CA 92780

Phone #: 877-9MEDIAT **Web Page:** www.scmmediation.org
Fax #: 877-963-3428 **E-mail:** scma@scmediation.org

Program Description: While promoting mediation as a profession, SCMA supports and contributes to each professional member's individual standing as a provider of an important, marketable service. SCMA also recognizes the critical role of volunteer, public and nonprofit dispute resolution agencies as fellow peacemakers, facilitators and experience-based training institutions for mediators. As a courtesy and attraction to business, corporations and nonprofit entities, SCMA opens its membership to supporters and users of mediation. These members become privy to developments affecting the field, especially those which impact problem solving in their fields as well as the system of justice in our culture. Other benefits include discounts on practical seminars and timely access to some of the nation's top providers of mediation and collateral services.

COMMUNITY MEDIATION CENTERS IN CALIFORNIA

The following organizations comprise a sample of community mediation centers in California that provide mediation and conciliation services in their respective counties. They address a myriad of landlord/tenant, neighborhood, family and consumer/merchant disputes. Training is offered to individuals interested in volunteering. A more extensive list of these local mediation organizations in California can be found at:

- Department of Consumer Affairs – www.dca.ca.gov/r_r/mediati1.htm

- National Association for Community Mediators - www.nafcm.org/pg35.cfm

Information on organizations in other states can be found at the following websites:

- Mediate.com – www.mediate.com
- Association for Conflict Resolution - www.acresolution.org
- National Association for Community Mediators - www.nafcm.org

Organization: East Bay Community Mediation
Contact Name: Mr. Shar Etebar, Executive Director
Address: 1968 San Pablo Ave., Berkeley, CA 94702

Phone #: 510-548-2377 **Web Page:** www.ebcm.org/index.html
Fax #: 510-548-4051 **E-mail:** shar@ebcm.org

Organization: Center for Community Dispute Settlement
Contact Name: Diane Jeronimo, Executive Director
Address: 291 McLeod Street, Livermore, CA 94550

Phone #: 925-373-1035 **Web Page:** www.ccdsmmediation.com
Fax #: 925-449-0945 **E-mail:** dianejeronimo@cs.com

Organization: Mediation Services of Castro Valley
Contact Name: Brenda Gaspar, Director
Address: 22227 Redwood Road, Castro Valley, CA 99542

Phone #: 510-733-4940 **Web Page:** www.mediationservices.org
Fax #: none **E-mail:** bgaspar@mediationservices.org

Organization: Community Mediation Service
Contact Name: Elvia Garcia-Ayala
Address: 604 Second St., Davis, CA 95616

Phone #: 530-757-5691 **Web Page:** www.city.davis.ca.us
Fax #: none **E-mail:** egarcia@ci.davis.ca.us

Organization: Community Boards of San Francisco
Contact Name: Rebecca Araiz Iverson, Executive Director
Address: 3130 - 24th Street, San Francisco, CA 94110

Phone #: 415-920-3820 **Web Page:** www.communityboards.org
Fax #: 415-626-0595 **E-mail:** riverson@communityboards.org

Organization: National Conflict Resolution Center
Contact Name: Steve Dinkin
Address: 625 Broadway, #1221, San Diego, CA 92101

Phone #: 619-238-2400 **Web Page:** www.sdmediate.com
Fax #: none **E-mail:** sdinkin@sdmediate.com

Organization: Creative Mediation Services
Contact Name: Jesse Sostrin
Address: 265 South Street, Suite A, San Luis Obispo, CA 93401

Phone #: 805-549-0442 **Web Page:** www.creativemediation.org
Fax #: none **E-mail:** info@creativemediation.org

Organization: Marin County Mediation Services
Contact Name: Barbara Kobb and Eleanor Bock, Coordinators
Address: 4 Jeannette Prandi Way, San Rafael, CA 94903

Phone #: 415-499-7454 **Web Page:** www.co.marin.ca.us
Fax #: 415-499-6978 **E-mail:** bkob@co.marin.ca.us

Organization: Mediation Center of San Joaquin County
Contact Name: Kristin Rinaker, Director
Address: 829 Rosemarie Lane, Stockton, CA 95207

Phone #: 209-474-8794 **Web Page:** www.mediatorsrus.org
Fax #: 209-546-0982 **E-mail:** mediator@mediatorsrus.org

SECTION 3: BOOKS AND ARTICLES ON ENVIRONMENTAL DISPUTE RESOLUTION

For this section of the Resource Guide, we have our suggestions for useful books and articles under the topics which we define below. For a more comprehensive bibliography on environmental conflict resolution, visit the USIECR website at www.ecr.gov/pdf/ecr_bib_Oct_00.pdf

- **Collaborative problem solving or collaborative negotiation** refers to “dispute resolution processes or techniques that are neither adversary nor competitive, which some ADR Processes can be. [Collaborative negotiation] requires parties to design a problem-solving strategy to reach decisions to which all parties can agree and, in the process, first come to agreement on the definition of problems at hand.”¹
- **Conflict Management** refers to the “study and practice of means by which to manage conflict and prevent or resolve disputes. Management implies the ability to control a particular conflict or class of conflicts and the effects through either individual skill or institutional mechanisms. The underlying premise is that conflict is inevitable within organizations, so recognition and handling of the conflict is of great importance in making the conflict constructive rather than destructive.”
- **Consensus Building or consensus decision making** refers to the “process or activity with the goal of reaching consensus. Usually parties seek consensus on shared norms and attitudes for application to specific issues rather than on specific solutions to specific issues, although they are not precluded from pursuing consensus on the later.” Similarly, **consensus** is “general agreement or collective opinion by those most interested in the matter. In common use, the term can range in meaning from unanimity to a simple majority vote. In public policy facilitation and multilateral international negotiation, however, the term refers to a general agreement reached after discussions and consultations, usually without voting.”
- **Law and Consensus Building.** The law refers to “a rule or body of rules that prescribes actions” which in this case form part of the structure that shapes and constrains the possible set of agreements that mediation can achieve and what actions mediators can and can not do. Literature in this section discuss the intersection of the law and consensus building.
- **Mediation** “is essentially negotiation that includes a third party who is knowledgeable in effective negotiation procedures, and can help people in conflict to coordinate their activities and to be more effective in their bargaining. Mediation is an extension of the negotiation process in that it involves extending the bargaining into a new format and using a mediator who contributes new variables and dynamics to the interaction of the disputants. Without negotiation, however, there

¹ Except as noted, the definitions below were obtained from Yarn, Douglas H. (1999). *Dictionary of Conflict Resolution*. San Francisco, CA: Jossey-Bass.

can be no mediation” [Moore, 1996]². **Disputes around identities and values** are especially difficult to mediate. Parties values and self or group identities are perceived as being put at risk; to compromise is to give up an important part of who one is. For example, it is very difficult for a Catholic to enter into negotiations about abortion because they might feel that to move away from their stated positions would be to violate their fundamental beliefs of what is right.

- **Negotiation** is a “bilateral or multilateral process in which parties who differ over a particular issue attempt to reach agreement or compromise over that issue through communication.”
- **Public Policy-Making and Dispute Resolution.** Public policy is a “complex process in which multiple parties seek consensus on broad public issues. Facilitated process in which stakeholders and others who have interests that are or may become the subject of regulation identify issues or concern and points of agreement and disagreement. The process yields recommendations for either regulation or self-regulatory behavior and should be distinguished from a public hearing, which receives only citizen comment, and from a [regulatory negotiation], which is concerned with the shaping of actual regulations through negotiation.”

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SECTION 4: JOURNALS AND NEWSLETTERS

CBI REPORTS

CBI Reports is the newsletter of the Consensus Building Institute, a not-for-profit organization that conducts research in order to refine the art and science of mediation, mediates public disputes, and provides training. CBI Reports can be found online at: www.cbuilding.org under the publications section.

Contact: www.cbuilding.org

CONFLICT RESOLUTION QUARTERLY

Conflict Resolution Quarterly (formerly Mediation Quarterly) publishes quality scholarship on relationships between theory, research, and practice of third parties in the conflict management and dispute resolution field to promote more effective professional applications.

Contact: www.acresolution.org

CONCILIATION QUARTERLY

Conciliation Quarterly is a journal of conflict resolution from a Christian peacemaking perspective, published by Mennonite Conciliation Service. Every issue lists upcoming training and seminar opportunities. Subscriptions are \$18 for one year, \$30 for two years.

Contact: www.mcc.org/us/peaceandjustice/mcs/con_quarterly.html

CONSENSUS

Although publication of *Consensus* has been halted, past issues can be found at www.mediate.com/consensus. *Consensus* was a quarterly newsletter that spotlighted cases of successful dispute settlement from all over North America and was published by the Public Disputes Network, a collaborative public education effort sponsored by the MIT/Harvard Public Disputes Program. The focus of the publication was to help Public Officials resolve stubborn policy disputes.

Contact: www.mediate.com/consensus

DISPUTE RESOLUTION JOURNAL

The flagship publication of the American Arbitration Association, the *Dispute Resolution Journal* is a quarterly world-recognized authoritative resource for advocates, neutrals, parties, educators, public-policy leaders and corporate executives. In-depth articles by leading practitioners and scholars cover the spectrum of ADR issues, emerging techniques and new applications of ADR processes in commercial and labor practice. Contributors are the foremost experts in areas such as international trade, business, commercial finance, labor relations, construction, the courts, insurance, employment, real estate, intellectual property, health care, computers and high tech.

Contact: www.adr.org/sp.asp?id=22154

DISPUTE RESOLUTION TIMES

The Dispute Resolution Times reports national and international ADR news and tracks worldwide trends in Dispute Resolution. It contains hands-on information, such as a regular column on ADR tips, and a series on case administration. It also contains national news, such as legal developments in Federal and state governments affecting ADR, significant court decisions, special events, conferences and activities of professional ADR groups, and American Arbitration Association news. Published quarterly by the American Arbitration Association.

Contact: www.adr.org/sp.asp?id=22155

JOURNAL OF PEACE RESEARCH

The journal's emphasis is a "global focus on conflict and peace-making". Articles address such issues as causes of violence, international conflict, methods of conflict resolution and ways of sustaining peace. The journal is edited at the International Peace Research Institute of Oslo (PRIO), Norway. The International Peace Research Association (IPRA) publishes the journal quarterly.

Contact: jpr.sagepub.com

NEGOTIATION JOURNAL

The negotiation journal features articles on the theory and practice of negotiation from a wide variety of disciplinary and applied perspectives. The negotiation journal is published quarterly by the Program on Negotiation, Harvard Law School.

Contact: www.pon.harvard.edu/publications/nj/index.php3

ENVIRONMENTAL IMPACT ASSESSMENT REVIEW

Environmental Impact Assessment Review is a quarterly publication highlighting approaches to impact assessment, environmental decision making, and the resolution of environmental disputes. The journal is intended to give planners, engineers, scientists, and administrators at all levels of the public and private sector insight into the multiple problems and processes of environmental decision making. In addition to feature articles on urgent problems in the field, issues contain summaries of Generating Alternative Policies; Programs and Designs; Theory and Practice; International Perspectives; and AGENDA for environmental Negotiation.

Contact:

www.elsevier.com/wps/find/journaldescription.cws_home/505718/description

RESOLVE NEWSLETTER

The RESOLVE newsletter features articles written for a broad audience by leading dispute resolution professionals about the application of dispute resolution approaches to environmental policy development, decision making and the resolution of disputes

Contact: www.resolve.org