



## Readiness. Knowledge. Network.

### Conflict Happens: Anticipating and Overcoming Challenges

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The following resources may include both free and fee-based resources and inclusion in this list does not constitute endorsement by DoD or USDA.

#### Articles:

- Friend, M. (2021). *Interactions: Collaboration skills for school professionals* (9<sup>th</sup> ed.). Pearson.
- Masters, M. F., & Albright, R. R. (2002). *The complete guide to conflict resolution in the workplace*. Amacom Books.
- Sutherland, L., & Janene-Nelson, K. (2020). *Work together anywhere: A handbook on working remotely-successfully-for individuals, teams, and managers*. John Wiley & Sons.
- Stone, D., Patton, B., & Heen, S. (2010). *Difficult conversations: How to discuss what matters most*. Penguin.
- Williams, R. B. (2006). *More than 50 ways to build team consensus*. Corwin Press.

#### Other Resources:

[5 Conflict Resolution Strategies: Steps, Benefits, and Tips](#)

[6 Steps to Repair Damaged Professional Relationships](#)

[Conflict Resolution Skills](#) from Conflict Resolution Network

[Create a Team Agreement for Your Team: A guideline for creating a team agreement](#) from Collaboration Superpowers

[Difficult Conversations](#) from MindTools

[Fixing a Work Relationship Gone Sour](#) from Harvard Business Review

[How to deal with difficult people](#) (TEDx video)

[How to Mend a Work Relationship](#) from Harvard Business Review

[Recovery from Conflict](#) from Conflict Management at the University of Iowa

[Shared Agreements for Working Together Benefit Teachers and Administrators](#)

[Working Agreements](#) by Jane Haskell, University of Maine Cooperative Extension