

Books:

How to Talk so that Kids will Listen and Listen so Kids will Talk - Adele Faber

How to Disagree without being Disagreeable - Suzette Hayden Elgin

Getting to Yes - Roger Fisher, William Ury

Courses:

Justice Institute of British Columbia, Centre for Conflict Resolution www.jibc.ca/areas-of-study/conflict-resolution

Customized training and coaching:

The Neutral Zone Coaching & Consulting Services Inc. www.theneutralzone.ca