



Resolving Personal and Organizational Conflict: Stories of Transformation and Forgiveness

Kenneth Cloke, Joan Goldsmith

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Learn how personal and organizational conflicts can be resolved by listening closely to the 'stories' people tell when they are in conflict, understanding why people tell their stories in the ways they do, and creating a third story that brings them together. This visionary book is written by Kenneth Cloke and Joan Goldsmith, two renowned mediators, who have used the narrative structure method successfully in their own mediation practice to move people in conflict from stubbornness, hostility, and fear to openness, collaboration, and forgiveness. Focusing on the transformative power of stories, *Resolving Personal and Organizational Conflict* includes an array of case studies from the authors' first-hand experience with thousands of clients. These case studies include the perspectives of all the parties in the conflict and cover a wide range of conflicts and disputes.

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