

TABLE OF CONTENTS

Foreword	i
"The Integration of Public Conflict Resolution and Public Policy	
Theories and Insights"	iv
Unit 1 The Benefits of Public Conflict	I
Unit 2 Conflict Styles and Strategies	II
Unit 3 Separating Interests From Positions	III
Unit 4 Reframing An Issue	IV
Unit 5 Communicating For Active Listening	V
Unit 6 Communicating For . . . Speaking For Yourself.....	VI
Unit 7 Steps of Collaborative Problem-Solving	VII
Unit 8 Problem Solving As An Advocate.....	VIII
Unit 9 Problem Solving As A Neutral	IX
Unit 10 Evaluating Options and Reaching Agreement.....	X
Unit 11 Forming Coalitions As An Advocate	XI
Unit 12 Sources of Conflict	XII
Unit 13 Building A Framework	XIII
Unit 14 Process Structures.....	XIV
Unit 15 Understanding Consensus.....	XV
Suggested Resources.....	XVI