

From Professors & College Instructors

I have used your book as a text book in the Interpersonal Communications course I teach here at the College. taught in Criminal Justice

The book allows the reader to see conflict as more than something to be avoided, and to view it as a vehicle deepen understanding. I found this to be particularly important in helping students deconstruct the logic for their stance in a conflict and to look at the underlying issues impacting the response of each person impacted.

The chapter on defensiveness was very helpful. Students wanting to work in the justice system need to learn to respond non-defensively. This chapter provided them with insight into their reactions and showed how to shift from a defensive stance to a more objective, less impulsive one.

Finally, the chapter on standing up for ourselves provided good information to help students learn to be assertive (and understand the differences between being assertive and being aggressive). Many tend to avoid the external conflict until their internal conflict over the matter is so strong they can not contain their reaction. The result is "explosive" conflict with damage to all involved. This chapter gave them tools to deal with the conflict constructively before it exploded.

I have recommended "The Joy of Conflict" to others teaching communication and conflict resolution skills and will continue to do so.

*Alana Mero, Instructor
Aurora College Criminal Justice Program*

For a useful perspective on conflict that is accessible and fun to read Gary Harper's text fills the bill. The ideas are presented clearly and plainly with examples throughout to illustrate the concepts. It would make an excellent addition to the reading list of any course that addresses the practice of resolving conflict, personally or organizationally.

His concept of the hero, the victim, and the villain resonated well with the students in my 3rd year Conflict Resolution course. Even though his book was not required reading, a number of students purchased a personal copy. This says much to the power of Gary's ideas and his style of communication.

*Tom Allen Faculty,
Dep't of Criminology
Kwantlen University College*

The Joy of Conflict Resolution has been one of my recommended texts for my course on Alternative Dispute Resolution since May 2005 (5 sessions) and the students that read it, love it! I am now considering using it as one of the required texts. (possibly in Spring Term 2007.) I also recommend it routinely to other mediation students I instruct and to clients that I coach in preparation for 'return to work' following stress leave. The feedback I receive and want to share with you is very, very positive.

*Cecile Schulz
University of Alberta*