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In these situations, Dana suggests that there is a third approach to managing conflict: interest reconciliation. This approach is non-adversarial and, by searching for solutions compatible to the needs of both parties, in essence aims for a win-win solution instead of a win-lose one.

Daniel, D. (2001). Conflict Resolution. Sydney: McGraw-Hill.

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From the Publisher Daniel Dana Ph.D. (Overland Park, KS), is the founder of Mediation Training Institute International and an invited lecturer at universities and institutions worldwide. He is the author of Managing Differences. From the Back Cover

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