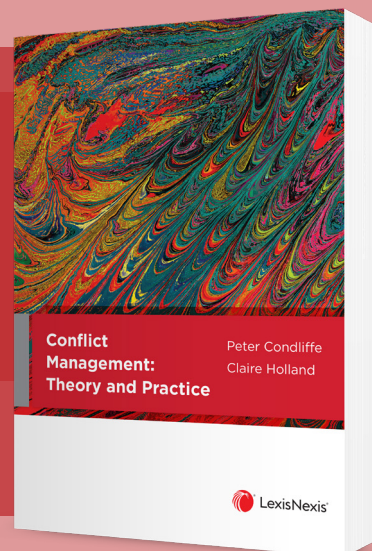


# Conflict Management Theory and Practice

Peter Condliffe • Claire Holland

Strategies to manage and negotiate conflict constructively



*Conflict Management: Theory and Practice* offers practitioners and students a powerful framework for analysing how conflicts arise and evolve. Drawing upon a variety of theoretical foundations, this text provides tools to manage complex interpersonal, group and organisational dynamics—whether in workplace, community, legal, or everyday settings. This revised edition blends theory with practice, combining contemporary research with accessible explanations, practical techniques, real-world scenarios, and structured exercises. Readers will learn how to foster constructive dialogue, resolve impasses, and lead with clarity and confidence.

## Features

- Incorporates and reflects the changes that flow from the systemwide reform brought on by the establishment, in 2025, of new national mediation standards overseen by the Australian Mediator and Dispute Resolution Accreditation Standards (AMDRAS) Board
- Includes commentary from indigenous and multicultural conflict perspectives
- Provides improved analysis of multi-party and multi-issue conflict contexts and those relevant to Australian practice and systems
- Covers advances in online dispute resolution and artificial intelligence (AI) and their impacts upon conflict management

## About the Authors

**Peter Condliffe PhD** is a barrister, teacher and mediator. He is a past chair of The Australian Mediator and Dispute Resolution Standards (AMDRAS) Board and a long serving member of the Victorian Bars' ADR Committee. He was instrumental in the development of the new national AMDRAS Standards. He is the Principal Instructor in the Victorian Bars' Lawyers Mediation Certificate which is a specialist course for lawyer mediators.

**Claire Holland PhD** is an experienced academic, trainer, mediator and consultant. She has worked nationally and internationally as a mediation and conflict management specialist, and in training and capacity development roles. Claire is a trainer and coach mentor with the Conflict Management Academy, specialising in conflict analysis, conflict coaching, leadership, and mediation training. Claire is the former Director of the Masters of Conflict Management and Resolution at James Cook University and a founding board member and past Chair of Mediators Beyond Borders Oceania.

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