## 文 献

Arrien, Angeles 1993, The Four Fold Way, Harper Collins, San Francisco, CA.

Block, Peter 1996, Stewardship, Choosing Service Over Self-Interest, Berett-Koehler, San Francisco, CA.

Covey, Stephen 1989, The 7 Habits of Highly Effective People, Fireside, New York, N.Y

Crum, Thomas 1987, The Magic of Conflict, Touchstone, New York, N.Y.

Easwaran, Eknath 1997, Gandhi the Man, Nilgiri Press, Tomales, CA.

Fisher, Roger and Ury, William 1981, Getting to Yes: Negotiating Agreements Withous Giving In., Houghton Mifflin Co. Boston, MA.

Fritz, Robert 1991, Creating, Fawcett Columbine, New York, N.Y.

Gelb, Michael 1998, Think Like Leonardo da Vinci, Dell, New York, N.Y.

Goleman, Daniel 1997, Emotional Intelligence, Bantam, New York, N.Y.

Juergensmeyer, Mark 2005, Gandhi's Way, A Handbook of Conflict Resolution, University of California Press, Berkeley, CA.

Rosenberg, Marshall 1999, Nonviolent Communication, A language of Compassion, Puddle Dancer Press, Encinitas, CA.

Severens, Kathleen 1997, Basic Mediation Training Manual, Office of Dispute Resolituon, Lincoln, NE.

Shapiro, Daniel L., "Negotiating Emotions," Conflict Resolution Quarterly, Vol. 20, Number 1, Fall 2002, Jossey-Bass, San Francisco, CA.

Schreier, Lori S., "Emotional Intelligence and Mediation Training," Conflict Resolution Quarterly, Vol. 20, Number 1, Fall 2002, Jossey-Bass, San Francisco, CA.

Thomas, Evan 2000, Robert Kennedy: His Life, Touchstone, New York, N.Y.

Ury, William 1999, Getting to Peace, Viking Penguin, New York, N.Y.

Weeks, Dudley 1994, The Eight Essential Steps to Conflict Resolution Tarcher Putnam, New York, N.Y.