



MEDIATION WORKS INCORPORATED

Resources

1. **Mediation Works Incorporated (MWI) – www.mwi.org/masshousing**

Information about MassHousing's Tenant Assistance Program (TAP) benefit through Mediation Works Incorporated (MWI). MWI provides MassHousing/TAP member sites with Dispute Resolution Services designed to help residents, staff, management, board members and other interested parties resolve conflict effectively and productively through facilitation, mediation, consultation and presentation.

2. **Getting to Yes: Negotiating Agreement Without Giving In**

By Roger Fisher and William Ury, Penguin Books, New York, 1982

An easy-to-read book promoting a four-step "principled" approach toward negotiating: separate the people from the problem; focus on interests, not positions; invent options for mutual gain and using objective criteria.

3. **Difficult Conversations: How to Discuss What Matters Most**

By Douglas Stone, Bruce Patton and Sheila Heen, New York, NY: Viking/Penguin, 1999

Based on fifteen years of research at the Harvard Negotiation Project, *Difficult Conversations* walks you through a proven step-by-step approach for how to have your toughest conversations with less stress and more success. It shows you how to prepare yourself; how to start the conversation without defensiveness; and how to keep it constructive and focused regardless of how the other person responds.

4. **Beyond Reason: Using Emotions as You Negotiate**

By Roger Fisher and Daniel Shapiro, Viking 2005

The book illustrates five "core concerns" that motivate people: appreciation, affiliation, autonomy, status and role. You will learn how to use these core concerns to generate helpful emotions in yourself and in others. Armed with this knowledge, you can gauge the needs of another negotiator, set the emotional tone of discussion, and reach a mutually acceptable agreement.

For additional resources or for more information about the TAP Member Benefit, "Dispute Resolution Services," contact Josh Hoch at 617-973-9739 x23 or jhoch@mwi.org or visit www.mwi.org/masshousing.