

**Advance Praise for**  
***From Conflict to Conciliation:***  
***How to Defuse Difficult Situations***

By William W. Purkey, John J. Schmidt,  
and John M. Novak

*“From the classroom to the boardroom, it’s inevitable for conflicts to happen. This book will introduce you to the Six Cs, a logical process to tame those disagreements. The liberally sprinkled real-life anecdotes will keep you reading, and better yet, learning.”*

—Alexis Ludewig, Adjunct Instructor

*“A very important and timely book that is well grounded in conflict theory and research. I especially appreciate that the strategies go beyond merely ending the conflict, but also speak to healing and seeking reconciliation. Purkey, Schmidt, and Novak have produced another winner to help educators create inviting and joyful schools.”*

—Sally Butzin, President, Institute for School Innovation

*“This book is a valuable, useful resource for all educators and administrators and is a significant contribution to the topic of conflict resolution.”*

—Diane Smith, Counselor

*“The Six-C approach provides a framework within which people can work together to attack the problem, not each other. By ending each conflict with conciliation, the people who use this approach in schools, hospitals, homes, and businesses will be able to do much more than resolve conflict—they can build each other up so future conflicts will be easier to resolve.”*

—Bob Bowen, Chief Executive Office

*“Effective problem-solving skills are essential in the home, school, community, and in business and industry. The Six-C Process provides sequential steps and practical procedures to cultivate respect and solve problems.”*

—Dallas J. Blankenship, Senior Consultant

*“When your office door bursts open with an angry parent, teacher, or child, combat has already commenced and it is too late to regret your decision to not purchase this book beforehand.”*

—Billy Tate, Principal

*“The Six Cs provide strategies to support us to move from conflict to conciliation in a most effective and economical manner. They also open up a new way of thinking to turn potential conflicts into possible means for mutual growth through this meaningful and inviting process.”*

—Peter Kai-Hung Wong, Chief Curriculum Development Officer

*"I highly recommend this book to anyone who works with today's youth. It will decrease teasing and bullying issues. I have used the Six Cs for several years at my school and it works!"*

—Tom Carr, Elementary School Counselor

*"A practical guide to help educators and others who deal with the public determine how to choose your battles and deal with them at the least aggressive level using a logical and respectful process."*

—James A. Ratledge, School Improvement Consultant

*"An ethically sensitive and compelling perspective on dealing with inevitable life conflicts in ways that are positive, beneficial, and self- and others-enhancing."*

—Betty L. Siegel, President Emeritus

*"This book contains a wealth of strategies to use on a daily basis for interacting effectively with others. Educators will enjoy teaching these valuable life skills to their students and seeing the positive results."*

—Jenny Edwards, Faculty, Fielding Graduate University

*"Every teacher should study the Six-C Process. The authors provide a positive, constructive, and hands-on approach to dealing with challenging situations. What a great process for educators to use!"*

—David A. Chapman, Superintendent

*"A truly brilliant guide to help the reader assess the inevitable conflicts of daily life! Through a step-by-step process, the authors share pointed questions that can prevent conflicts of life and work from becoming overwhelming. Readers will find this useful for building personal relationships as well as professional ones."*

—Sue Bowen, Retired Assistant Superintendent

*"The Six-C Process adds a unique dimension to conflict resolution. My experience with the Six Cs integrated in the Grow With Guidance System produced powerful and empowering results. Thank you for this dynamic book!"*

—Tommie R. Radd, Counselor

*"With scenarios for reference and practice, and research supporting the steps of the Six-C Process, this book affords the educator practical examples and specific guidelines for handling challenging situations at all levels of intensity. This will be an amazing resource for teachers and administrators!"*

—Lori Grossman, Manager, Academic Training  
Professional Development Services