Contents

Intro	duction: Why This Book?	xiii
Section	on 1 Why Do We Get Stuck in Conflict?	
1	Emotionally Charged Conflicts Are Hard to Resolve	3
2	Identity Matters (More Than You Think)	5
3	Is Identity Negotiable?	13
4	How to Avoid Getting Lured into Conflict	26
Section	on 2 How to Break Free	
5	Stop Vertigo Before It Consumes You	35
6	Resist the Repetition Compulsion	55
7	Acknowledge Taboos	75
8	Respect the Sacred—Don't Assault It	97
9	Use Identity Politics to Unify	119

Section 3 How to Reconcile Relations

10 Bridging the Divide: A Four-Step Method	141
11 Uncover the Mythos of Identity	149
12 Work Through Emotional Pain	173
13 Build Crosscutting Connections	186
14 Reshape the Relationship	204
Section 4 How to Negotiate the Nonnegotiable	
15 Manage Dialectics	219
16 Foster the Spirit of Reconciliation	239
Acknowledgments	
Appendices	
Notes	253
Select Bibliography	
Index	323
Additional Resources	333