

## Suggested Reading

### Books

1. Code of Criminal Procedure-1973 (Act 2 of 1974) by Akalank Publications, India.
2. How to Deal With Difficult People by Ursula Markham, HarperCollins Publishers, pp. 160.
3. How to Manage Conflict: Turn All Conflicts Into Win-Win Outcomes (Handbook) by Peg Pickering, Career Press, pp.128.
4. Legal Aspects of Private Security by Arthur J. Bilek, John C. Klotter, R. Keegan Federal, Anderson Pub. Co., pp. 287.
5. Legal Aspects of Private Security by R. Keegan Federal, Arthur J. Bilek, John C. Klotter, Anderson Pub. Co.
6. Lost and Found by Oliver Jeffers
7. Managing Conflict: How to deal with difficult situations at work by Ursula Markham.
8. Occupational stress, The Health and Safety Practitioner, 7, (8), 16-18.
9. Psychological stress and the coping process by R.S. Lazarus, McGraw-Hill, New York.
10. Stress by T. Cox, Macmillan Education, Basingstoke.
11. Stress, Appraisal and Coping by R.S. Lazarus and S. Folkman, Springer, New York.
12. The Indian Penal Code-1860 (Act 45 of 1860) by Akalank Publications, India.
13. Visitor management: case studies from World Heritage sites by Myra L. Shackley, Butterworth Heinemann, pp.250.
14. Yogasanas and Sadhana by Satpal Grover

### Websites

1. Difference Between Detention & Arrest How.com [http://www.ehow.com/facts\\_6067777\\_difference-between-detention-arrest.html](http://www.ehow.com/facts_6067777_difference-between-detention-arrest.html) #ixzz 20bi MpclY
2. [http://en.wikipedia.org/wiki/Anxiety\\_disorder](http://en.wikipedia.org/wiki/Anxiety_disorder)
3. <http://www.lifepositive.com/Mind/psychology/stress/stress.asp>

4. [http://helpguide.org/mental/stress\\_relief\\_meditation\\_yoga\\_relaxation.htm](http://helpguide.org/mental/stress_relief_meditation_yoga_relaxation.htm)
5. [www.en.wikipedia.org/wiki/Conflict\\_management](http://www.en.wikipedia.org/wiki/Conflict_management)
6. [www.acas.org.uk/CHttpHandler.ashx?id=653&p=0](http://www.acas.org.uk/CHttpHandler.ashx?id=653&p=0)
7. [www.positivesharing.com/.../5-essential-steps-to-resolve-a-conflict-at-work](http://www.positivesharing.com/.../5-essential-steps-to-resolve-a-conflict-at-work)
8. [www.taylorcoulter.com.au/.../Managing\\_Conflict\\_in\\_the\\_Workplace](http://www.taylorcoulter.com.au/.../Managing_Conflict_in_the_Workplace)
9. [www.centreofexcellence.ie/Sectors/sfa/SFANCEDocLib.nsf/441763b04b0320b68025722e003fb55a/bc12f53469df45728025722e003f060f/\\$FILE/10%20Steps%20to%20Managing%20Conflict%20at%20Work.pdf](http://www.centreofexcellence.ie/Sectors/sfa/SFANCEDocLib.nsf/441763b04b0320b68025722e003fb55a/bc12f53469df45728025722e003f060f/$FILE/10%20Steps%20to%20Managing%20Conflict%20at%20Work.pdf)
10. [http://en.wikipedia.org/wiki/Visitor\\_management](http://en.wikipedia.org/wiki/Visitor_management)
11. Visitor Badge Ideas | eHow.com [http://www.ehow.com/list\\_6584145\\_visitor-badge-ideas.html#ixzz214dEeFd1](http://www.ehow.com/list_6584145_visitor-badge-ideas.html#ixzz214dEeFd1)
12. [http://en.wikipedia.org/wiki/Lost\\_and\\_found](http://en.wikipedia.org/wiki/Lost_and_found)
13. <http://www.bengaluruairport.com/airportInformation/lostAndFound.aspx>
14. [http://www.bharat-rakshak.com/LAND-FORCES/Army/Galleries/main.php?g2\\_view=geturls.GetUrls&g2\\_itemId=1001&g2\\_return=%2FLAND-](http://www.bharat-rakshak.com/LAND-FORCES/Army/Galleries/main.php?g2_view=geturls.GetUrls&g2_itemId=1001&g2_return=%2FLAND-)



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