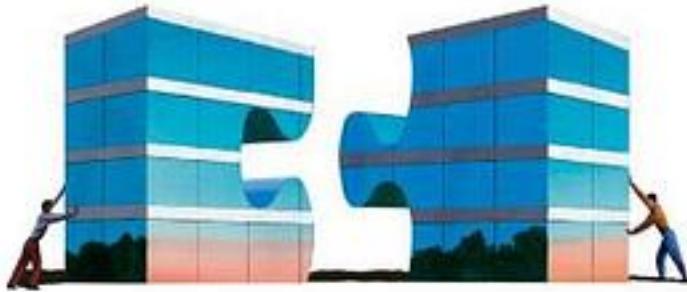


# 冲突解决 Conflict Management



## Conflict Management

BADEN EUNSON

- ❖ conflict and its uses
- ❖ getting off the conflict spiral
- ❖ negotiation tactics and styles
- ❖ creating win-win situations

WILEY BUSINESS TOOLS SERIES

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Conflict Management is an easy-to-read and high-powered tool for understanding and managing conflict situations. Conflict can spiral out of control, but if you understand how the spiral works you may be able to prevent it from even beginning.

In this book you will find many options for managing conflict, including:

- \* planning;
- \* goal setting;
- \* compromise;
- \* mediation.

Expert communication Baden Eunson also takes an in-depth look at negotiation skills. He offers a visual and fresh approach to the world of strategies and tactics, negotiation styles, the importance of listening and questioning skills, the reasons why the location of negotiation can affect its outcome, and why the phrase 'win-win' is not a cliché but a technique for success.

作者介绍:

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【学】心理学

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