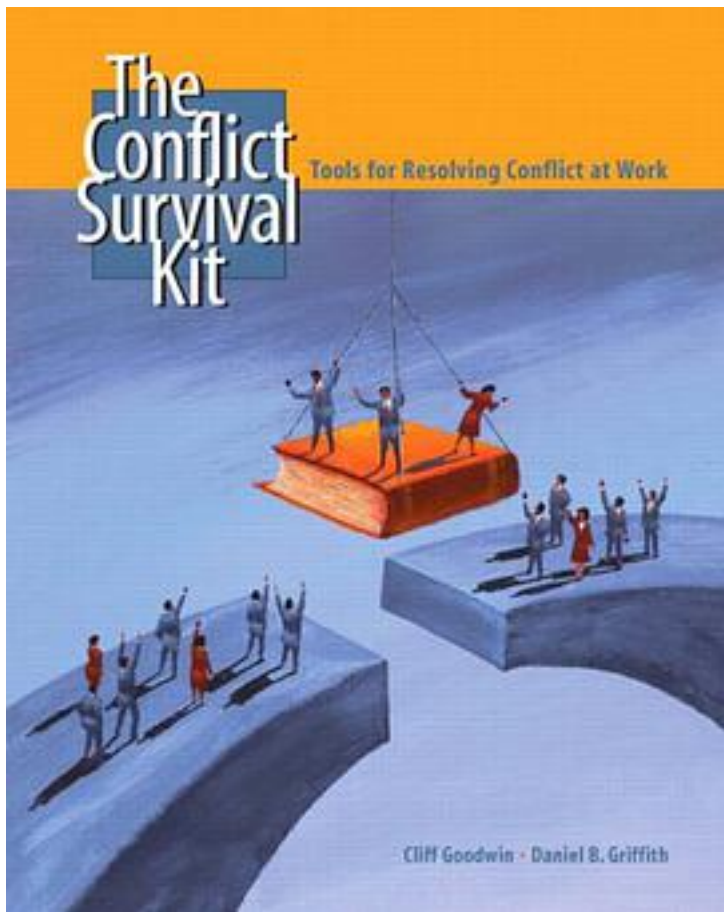


# The Conflict Survival Kit



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Offering essential tools and strategies for conflict management, The Conflict Survival Kit: Tools for Resolving Conflict at Work is designed for those who need instant skill building and practical methods for handling organizational and personal conflicts. It provides a firm grounding in basic interpersonal communication and management

skills-such as rapport building, empathetic listening, behavior modeling, reframing, problem solving and decision making-and contains unique chapters on practice and application. Tools for the Conflict Survival Kit provide strategies that can be used immediately in workplace situations. Case studies and role plays give students practice communicating, negotiating, and problem-solving and an opportunity to refine and develop this important craft.

作者介绍:

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