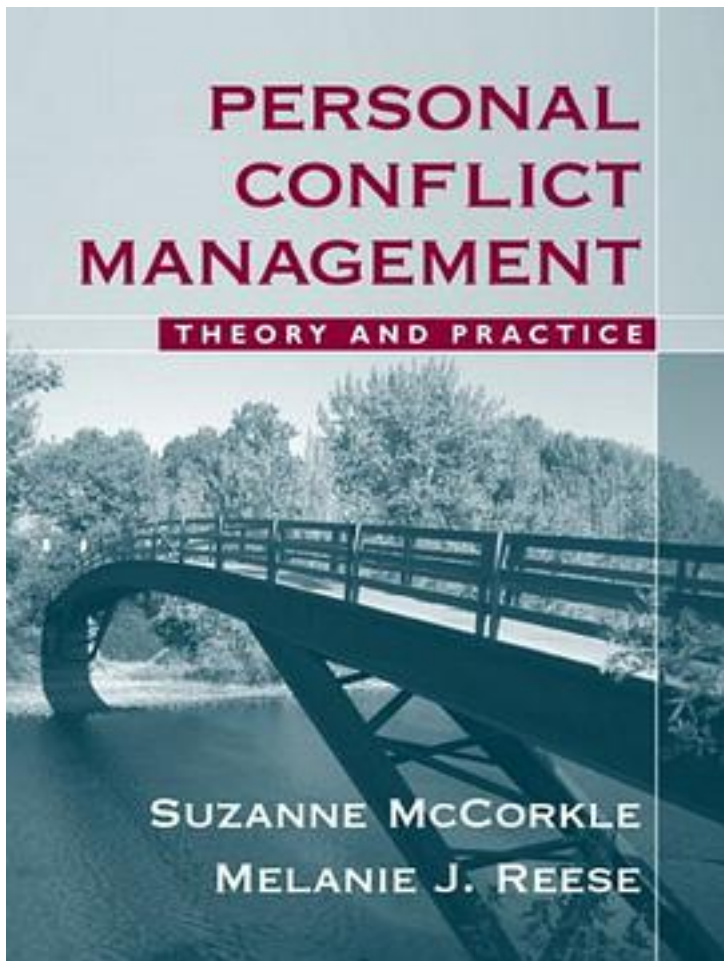


Personal Conflict Management



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著者:McCorkle, Suzanne/ Reese, Melanie J.

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Personal Conflict Management utilizes a modernized theory/skill approach to interpersonal conflict, placing equal emphasis on the theoretical and practical. Supporting the notion that there is not one correct approach to conflict management,

and utilizing the authors, shared experiences as mediators and organizational facilitators, this book demonstrates the value of collaborative models for resolving conflict and the necessity and benefits in understanding competitive approaches. Through the inclusion of both competitive and cooperative theories, the authors present contrasting perspectives of conflict management. Beginning with an introduction to conflict, the book examines the major approaches and theories of conflict management. Following a discussion of the causes and variables which exist within conflicts, the skills necessary for conflict management are analyzed, including listening, the ability to seek information, the importance of understanding personality types and behavior patterns, negotiation, and conflict assessment. The final two sections of the book take the reader beyond the basics, exploring the difficulties encountered in conflict management, the aftermath to a conflict, and conflicts in context, applying the theoretical concepts to everyday situations.

作者介绍:

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