



Managing Conflict through Communication (3rd Edition)

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Pearson, 2006. Book Condition: New. Brand New, Unread Copy in Perfect Condition. A+ Customer Service! Summary: I. UNDERSTANDING AND RESPONDING TO CONFLICT. 1. Introduction to the Study of Conflict. Defining Interpersonal Conflict. We Generally View Conflicts Negatively. The Inevitability of Conflict. Defining Conflict Management. Conflict Communication as Productive or Destructive. 2. Types of Conflict. Types of Conflict. Issues in Conflicts. 3. Responding to Conflict: The S-TLC System. The S-TLC System. Step 1 Stopping: Taking Time Out! Step 2 Thinking about the Conflict: Analyzing Conflict Situations. Step 3 Listening in Conflict Situations. Step 4 Communicating in Conflict Situations. 4. Communication Options in Conflict Situations. Conflict Communication Options. Communication Considerations: Which Conflict Communication Option Is Best? 5. Conflict Styles, Strategies, and Tactics. Conflict Styles v. Strategies. Conflict Strategies and Tactics. Collaboration: The Preferred Style. 6. Effectively Confronting Others. Confrontation as a Conflict Communication Skill. The Confrontation Ritual: Six Steps to Successful Interpersonal Conflict Resolution. Doing Conflict Messages. 7. Cooperative Negotiation in Win-Lose Conflicts. Negotiation Basics. Some Research On Tactics and Strategies in Negotiation. Principled Negotiation. Converting Competitive Negotiation into Cooperation. II. THEORETICAL PERSPECTIVES ON MANAGING CONFLICTS 8. Theories of Conflict. Intrapersonal Theories of Conflict. Relationship Theories of Conflict. 9. A Process View...



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