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Interpersonal Conflict explains the key dynamics of personal conflicts that we all face. Written for courses such as Communication and Conflict, Interpersonal Conflict, Conflict Management, Conflict and Negotiation, and Conflict in Personal Relationships, this textbook examines the central principles of effective conflict management in a wide variety of contexts--whether at home or on the job.

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Interpersonal Conflict explains the key dynamics of personal conflicts that we all face. Written for courses such as Communication and Conflict, Interpersonal Conflict, Conflict Management, Conflict and Negotiation, and Conflict in Personal Relationships, this textbook examines the central principles of effective conflict management in a wide variety of contexts--whether at home or on the job. Its combination of up-to-date research and examples gives students a theoretical and practical foundation in conflict management.

Team-Based Learning shows how the ability to learn lies at the heart of effective working in teams. It identifies the ingredients that make good teams better. These include established models of learning, of individual personality and of organizational culture, plus some of the author's own. This convincing and authoritative book will help trainers and line-managers understand the process of team-based learning; view it in the context of team roles, personality types and organizational culture; and move it from their wish-list to their to-do list.

Interpersonal Conflict 11e examines the central issues that inform conflict and, in turn, make readers' personal and professional lives challenging and fascinating. With new cases and applications that reflect cultural changes that shape the ways people move through conflict, this new edition invites readers to reflect on, and better understand, conflict as it pertains to the unique vantage points of their lived experience.

After much debate by business professionals, organizational conflict is now considered normal and legitimate; it may even be a positive indicator of effective organizational management. Within certain limits, conflict can be essential to productivity. This book contributes to the investigation of organizational conflict by analyzing its origins, forms, benefits, and consequences. Conflict has benefits: it may lead to solutions to problems, creativity, and innovation. In contrast, little or no conflict in organizations may lead to stagnation, poor decisions, and ineffectiveness. *Managing Conflict in Organizations* is a vigorous analysis of the rational application of conflict theory in organizations. Conflict is inevitable among humans. It is a natural outcome of human interaction that begins when two or more social entities engage one another while striving to attain their own objectives. Relationships among people or organizations become incompatible or inconsistent when two or more of them desire a similar resource that is in short supply; when they do not share behavioral preferences regarding their joint action; or when they have different attitudes, values, beliefs, and skills. This book examines these root causes of organizational conflict and offers constructive perspectives on its consequences.

In this volume, Ting-Toomey and Oetzel accomplish two objectives: to explain the culture-based situational conflict model, including the relationship among conflict, ethnicity, and culture; and, second, integrate theory and practice in the discussion of interpersonal conflict in culture, ethnic, and gender contexts. While the book is theoretically directed, it is also a down-to-earth practical book that contains ample examples, conflict dialogues, and critical incidents. *Managing Intercultural Conflict Effectively* helps to illustrate the complexity of intercultural conflict interactions and readers will gain a broad yet integrative perspective in assessing intercultural conflict situations. The book is a multidisciplinary text that draws from the research work of a variety of disciplines such as cross-cultural psychology, social psychology, sociology, marital and family studies, international management, and communication.

From examining war cries to reflecting on counselling sessions, *Clashing Wor(l)ds* takes a multidisciplinary approach to investigating the role of communication in global, national, and personal conflicts.

The Second Edition of this classic resource on conflict resolution combines research, conceptual models, practitioner experience, and stories that highlight the core conflict competencies. The book underscores the importance for leaders to develop the critical skills they need to help them, their colleagues, and their organizations deal more effectively with conflict and move their organizations forward. This new edition expands on the conflict competence model, includes new tools and techniques, shows how to develop conflict competent teams and organizations, and offers a new online assessment.

The 10th-anniversary edition of the New York Times business bestseller--now updated with "Answers to Ten Questions People Ask" We attempt or avoid difficult conversations every day--whether dealing with an underperforming employee, disagreeing with a spouse, or negotiating with a client. From the Harvard Negotiation Project, the organization that brought you *Getting to Yes*, *Difficult Conversations* provides a step-by-step approach to having those tough conversations with less stress and more success. you'll learn how to:

- Decipher the underlying structure of every difficult conversation
- Start a conversation without defensiveness
- Listen for the meaning of what is not said
- Stay balanced in the face of attacks and accusations
- Move from emotion to productive problem solving

This second edition of the award-winning *The SAGE Handbook of Conflict Communication* emphasizes constructive conflict management from a communication perspective, identifying the message as the focus of conflict research and practice. Editors John G. Oetzel and Stella Ting-Toomey, along with expert researchers in the discipline, have assembled in one resource the knowledge base of the field of conflict communication; identified the best theories, ideas, and practices of conflict communication; and provided the opportunity for scholars and practitioners to link theoretical frameworks and application tools.

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