

Effective Conflict Resolution

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Resolving Conflict Harold Scharlatt 2016-07-01 Conflict is inevitable, in everyday life and—especially in today’s increasingly non-hierarchical organizations—in the workplace. So what has always been a key leadership skill—conflict resolution—has become even more critical. But too often, leaders receive little formal training in conflict resolution, and they struggle just to manage the simplest interpersonal conflicts. By using the lessons of this book, readers will be able to apply a thorough, proven method—summarized in ten steps—for resolving conflicts. Following these steps, leaders can analyze a conflict and move toward its resolution with more assurance of a positive outcome for everyone involved.

Das Harvard-Konzept Roger Fisher 2015-05-20 »Das Harvard-Konzept« gilt als das Standardwerk zum Thema Verhandeln – heute genauso wie vor 30 Jahren. Ob Gehaltsverhandlungen mit dem Chef, Tarifverhandlungen der Gewerkschaften, politische Konflikte auf höchster Ebene: Für Praktiker sämtlicher Berufsgruppen hat sich das sachbezogene Verhandeln als die wirksamste Methode bewährt, um Differenzen auszuräumen und zu einer gemeinsamen, bestmöglichen Lösung zu finden. Anlässlich des Jubiläums der deutschsprachigen Ausgabe erscheint es hier in einer attraktiven Sonderausgabe.

Cross-Cultural Leadership and Conflict Management in the Asian Context Benjamin Chée 2019-03-06 Seminar paper from the year 2017 in the subject Communications - Intercultural Communication, grade: 1,3, Hong Kong Polytechnic University, language: English, abstract: In order to find out solutions for leadership and communication conflicts of Western expatriates in Asia, this paper examines cultural characteristics of the Asian, as well as Western, leader-follower construct and how miscommunication could occur. Furthermore, expected leadership styles are explained and which leadership traits and

behaviors are desirable from the Asian point of view. Finally, improvement approaches for better cross-cultural conflict management and expatriate leadership in Asia are discussed, while pointing out their limitations. In an increasingly globalized world, it is more and more common to work in intercultural teams with intercultural leaders. This paper is about the problems that arise when leadership is not meeting the expectations in a particular culture and when conflicts are not managed with regard to the cultural backgrounds. Asian societies tend to be collectivist cultures, where conflicts are usually avoided and where harmony is the ultimate goal. In Western societies, conflict resolution is usually characterized by direct confrontation. Expectations to a leader also differ: In Asian societies, a paternalistic leadership approach seems to be more common, whereas in Western societies a participative leadership style is used. Awareness is the first step of a successful cross-cultural cooperation, but it does not give instructions how to act in a certain situation.

Staying with Conflict Bernard S. Mayer 2009-03-03 Winner of the 2009 CPR Award for Outstanding Book In this groundbreaking book, Bernard Mayer, a pioneer in the field of conflict resolution, offers a new paradigm for dealing with long-term disputes. Mayer explains that when dealing with enduring conflict, mediators and other conflict resolution specialists need to move past the idea of how quickly they can resolve the conflict. Instead, they should focus on how they can help people prepare to engage with an issue over time. Once their attention is directed away from a speedy resolution to a long-term approach, new avenues of intervention become apparent.

Communication and Conflict Studies Adrienne P. Lamberti 2019-11-05 This book explores relations between communication and conflict. How one thinks about communication is demonstrated as shaping how one approaches conflict, and vice versa. Individuals engaged in conflict transformation apply the tools and strategies of their field while communicating to widely divergent audiences. Professional communicators not only create an infinite range of documents to help ensure that work is accomplished effectively, efficiently, and safely, but also address conflicts in the workplace and in the public sphere. Thoughtfully exploring connections between communication studies and conflict studies, this collection engages with research and practice on topics including the potential of social media during revolution, the role of gender during mediation, and the importance of critical genre usage during industrial crisis.

Conflict Management for Managers Susan S. Raines 2013-01-09 "Raines masterfully blends the latest empirical research on workplace conflict with practical knowledge, skills, and tools to effectively manage and prevent a wide range of conflict episodes. This is a highly applicable 'top shelf book' that will assist anyone from the aspiring manager to

top level management and leadership in the public, private, and nonprofit sectors. It will also be a fast favorite of professors, trainers, and students of business and conflict management." - Brian Polkinghorn, Distinguished Professor, Center for Conflict Resolution, Salisbury University. "With her broad dispute resolution, teaching, and editing experience, Susan Raines is uniquely qualified to organize what is known about conflict management in the workplace. She has succeeded in providing private, public, and nonprofit managers with accessible concepts and tools to deal effectively with the internal and external conflicts they must confront every day. Essential reading for all managers!" - Alan E. Gross, senior director, training coordinator, New York Peace Institute "After reading an advance copy of Raine's impressive book, I can't wait to begin to use it as a seminal text in my classes in organizational conflict. I am amazed at her ability to cover so well such disparate subjects as systems design, public policy disputes, small and large group processes, customer conflicts, conflicts in a unionized environment, and conflicts within regulatory contexts. Her user-friendly writing style is enhanced by her salient examples of exemplary and mistake-laden practices within public and private sector organizations. A 'must-read' for scholars, students, and practitioners interested in organizational conflict." - Neil H. Katz, professor, Conflict Analysis and Resolution, Nova-Southeastern University "Conflict management skills are essential to a manager's success. Raines, a leading scholar and practitioner, provides a comprehensive and strategic new guide to these critical skills and how to use them in any organization." - Lisa Blomgren Bingham, Keller-Runden Professor of Public Service, School of Public and Environmental Affairs, Indiana University

IRS Managing Conflict in the Workplace

Heather Falconer 2004

Conflict, bullying and harassment can destroy the foundations of the most enterprising organisations. Bullying is now a key complaint received by HR departments. Destructive conflict creates stress, which can lead to poor morale and performance, increased staff turnover and an overall decline in organisational effectiveness. The good news is destructive conflict can be reduced - but this is a sensitive issue, requiring managers to call on tried and tested techniques. Published for HR and line managers, IRS Managing Conflict in the Workplace will help employers to recognise and resolve destructive conflict issues more effectively, enabling them to become more positive, productive and efficient. It gives invaluable advice on conflict prevention, mediation and negotiation; it explains how to manage conflict in a wide variety of situations; and includes guidance on the new statutory requirements for disciplinary and grievance procedures. The handbook will enable HR professionals to:

- * recognise the sectors, departments and types of individuals most prone to conflict
- * measure the costs of conflict
- * understand and comply with the law on the employer's duty

of care * spot potential problems, recognise bullying behaviours, understand the difference between constructive conflict and bullying and harassment, conduct a risk assessment and take preventative action * establish, communicate and monitor effective policies and procedures * train staff and managers in how to manage conflict effectively * reach agreement through negotiation * use conciliation and mediation to resolve difficult situations Also included is best practice advice, sample conflict management policies, case studies, checklists and legal compliance.

Alternative Dispute Resolution for Organizations Allan J. Stitt
2000-01-10 Alternative Dispute Resolution (ADR) is a rapidly growing field, due to its popularity as an alternative to long and expensive lawsuits. ADR involves resolving disputes of any kind outside of the judicial system, through negotiation, mediation, arbitration, and other processes. This book is for people who work within organizations and are involved in disputes themselves, or for people who are required to deal with or resolve disputes. It covers how to set up a dispute resolution process in an organization.

We Can Work It Out Marshall B. Rosenberg 2004-09 The tenets of Nonviolent Communication are applied to a variety of settings, including the classroom and the home, in these booklets on how to resolve conflict peacefully. Illustrative exercises, sample stories, and role-playing activities offer the opportunity for self-evaluation, discovery, and application. Practical suggestions are included on how to foster caring, genuine cooperation, and satisfying resolutions.

Effective Conflict Management David Allred Whetten 1996-01
Resolving Conflicts at Work Kenneth Cloke 2011-04-08 The classic text on resolving workplace conflicts, fully revised and updated Resolving Conflicts at Work is a guide for preventing and resolving conflicts, miscommunications, and misunderstandings at work, including dozens of techniques for revealing how the inevitable disputes and divisions in the workplace are actually opportunities for greater creativity, productivity, enhanced morale, and personal growth. In the third edition of this text, all chapters are completely infused with additional content, updated examples, and new case studies. Like its predecessors, it identifies core strategies for preventing and resolving both intermittent and chronic conflicts in the workplace. In addition, the book includes a new foreword by Warren Bennis, which represents his most recent thinking about judgment calls and candid communications in the workplace Presents new chapters on leadership and transformational conflict coaching, and organizational systems design This definitive and comprehensive work provides a handy guide for managers, employees, union representatives, human resource experts, and consultants seeking to maintain stable and productive workplaces.

Conflict Resolution and Management Efforts in the Niger Delta _____ Angela

Ajodo-Adebanjoko 2021-05-19 EFFECTIVE CONFLICT MANAGEMENT IN THE NIGER DELTA REGION OF NIGERIA Resolving or managing conflict in the Niger Delta is one of the challenges conflict experts are confronted with. Efforts of successive Nigerian governments to put an end to the crisis have not been a complete success. Dating to the colonial period, series of efforts were made by the Nigerian Government to resolve crisis in the region through non-violent means such as setting up of committees and commissions but these did not bring the needed peace. In the post-Independence era, efforts at ensuring peace through the use of violence and subsequent introduction of the Presidential Amnesty Programme have only helped in introducing uneasy peace as the region continues to sit on a keg of gunpowder that could explode at any time. This book provides proven techniques for resolving or managing conflict in the Niger Delta Region. Apart from its application in the Niger Delta, the strategies in the book could be applied to resolution and management of other forms of intractable conflicts. Scroll up and click buy to get your copy.

Annotated Bibliography for Teaching Conflict Resolution in Schools
Annie Cheatham 1989

Promise and Performance Of Environmental Conflict Resolution
O'Leary 2003-08-01 Environmental conflict resolution (ECR) is a process of negotiation that allows stakeholders in a dispute to reach a mutually satisfactory agreement on their own terms. The tools of ECR, such as facilitation, mediation, and conflict assessment, suggest that it fits well with other ideas for reforming environmental policy. First used in 1974, ECR has been an official part of policymaking since the mid 1990s. The Promise and Performance of Environmental Conflict Resolution is the first book to systematically evaluate the results of these efforts. The Promise and Performance of Environmental Conflict Resolution presents empirical research along with insights from some of ECR's most experienced practitioners. Beginning with a primer about concepts and methods, the book describes the kinds of disputes where ECR has been applied, making it clear that 'despite the faith of proponents in the power and usefulness of ECR, it is not applicable to all environmental conflicts.' The contributions that follow critically investigate the record and potential of ECR, drawing on perspectives from political science, public administration, regional planning, philosophy, psychology, anthropology, and law. ECR is being extended to almost every area of environmental policy. Rosemary O'Leary and Lisa Bingham argue that truly effective use of ECR requires something more than advocacy. The Promise and Performance of Environmental Conflict Resolution provides scholars, policymakers, students, and practitioners with critical assessments, so that ECR can be used to its best advantage.

Rosemary

Der Arschloch-Faktor _____ Robert I. Sutton 2008

Transcending Cycles of Violence: The RING of Conflict Resolution _____ Mary

Kendall Hope 2014-10-24 The course of a Cycle of Violence can be changed. This FULL COLOR Book Provides a New Theory of Conflict Resolution. Transcending Cycles of Violence presents a thorough analysis and discussion of how a cycle of violence exists underneath every conflict as its initial stimulus and continuing driving force. Changing the cycle involves a change of stimulants. The harm from negative stimulants must be addressed positively. When the change from a cycle's original negative stimuli occurs, a cycle of violence can become a new cycle of growth. Understanding and Empowerment are the first and most important steps on the journey toward effective intervention. Conflict is complicated, but effective address and transcendence is within our reach.

Re-Centering Culture and Knowledge in Conflict Resolution Practice

Mary Adams Trujillo 2008-06-27 The field of conflict resolution centers on relationships and ways of approaching methods for problem solving. These relationships and approaches vary deeply depending on the individual, society, and background, proving that cultural perspective is fundamental to any dispute intervention. Re-Centering Culture and Knowledge in Conflict Resolution Practice is a collection of original essays by scholars and practitioners of conflict resolution and others working in marginalized communities. The volume offers a sampling of the cultural voices essential to effective practice yet not commonly heard in the discourse of conflict resolution. The authors explore the role of culture, race, and oppression in resolving disputes. Drawing on firsthand experience and sound research, the authors address such issues as culturally sensitive mediation practices, the diversity of perspectives in conflict resolution literature, and power dynamics. The first anthology of its kind, this book combines personal narratives with formal scholarship. By melding these varied approaches, the authors seek to inspire activism for social justice in today's multicultural society.

Perfect Phrases for Conflict Resolution: Hundreds of Ready-to-Use Phrases for Encouraging a More Productive and Efficient Work Environment Lawrence Polsky 2011-05-17 THE RIGHT PHRASE FOR EVERY SITUATION . . . EVERY TIME Conflict in the workplace is inevitable. When you have the right words and phrases at your command, you can quickly resolve any disagreement—and prevent it from spreading into an uncontrollable fire. Perfect Phrases for Conflict Resolution has hundreds of ready-to-use phrases, dialogs, and practice scripts to help you rise above the conflict and focus on solving the problem, whether it's with an employee, boss, customer, supplier, or coworker. This handy, quick-reference guide provides effective language for dealing with: A micromanaging supervisor An underperforming employee A peer's disruptive work habits Unreasonable or unethical customer requests Abrupt, rude, and unprofessional coworkers

Conflict Coaching Tricia S. Jones 2008 ""Jones and Brinkert offer example case studies illustrating the subject of each chapter, scholarly research throughout, a wonderfully approachable text and a companion CD of tools that makes a perfect addition to any Ombudsperson's library. Not only is this a terrific resource for us LTCOs, but also for Organizational Ombuds and other ADR professionals and practitioners seeking to clarify the whats and hows of empowering those we serve to better respond to the conflicts they face.""

The Dynamics of Conflict Resolution Bernard Mayer 2010-09-23 This empowering guide goes beyond observable techniques to offer a close look at the creative internal processes--both cognitive and psychological--that successful mediators and other conflict resolvers draw upon.

The 7 Principles of Conflict Resolution Louisa Weinstein 2018 "7 Principles of Conflict Resolution is the go-to resource for conflict and dispute resolution, whether you're new to the subject or an experienced practitioner. The book sets out the 7 principles to create and maintain successful, workable relationships through effective conflict resolution. It provides you with the tools to resolve or mediate difficult conversations and conflict situations whatever the situation or context and help other people do the same to transform professional and personal relationships permanently. Crucially, it allows you to achieve results without the need to go to court or litigation, even when conflict has escalated or is entrenched. The book will guide you through the process from beginning to end, with a framework for conversations and tools, techniques and strategies that work. There are also templates, exercises and worksheets that you can use to support conversations."--Provided by publisher.

Dealing with Conflict Alexander Hiam 1999-01-01

The Conflict Resolution Toolbox Gary T. Furlong 2010-03-18 In real-life conflict resolution situations, one size does not fit all. Just as a mechanic does not fix every car with the same tool, the conflict resolution practitioner cannot hope to resolve every dispute using the same technique. Practitioners need to be comfortable with a wide variety of tools to diagnose different problems, in vastly different circumstances, with different people, and resolve these conflicts effectively. The Conflict Resolution Toolbox gives you all the tools you need: eight different models for dealing with the many conflict situations you encounter in your practice. This book bridges the gap between theory and practice and goes beyond just one single model to present a complete toolbox - a range of models that can be used to analyze, diagnose, and resolve conflict in any situation. It shows mediators, negotiators, managers, and anyone needing to resolve conflict how to simply and effectively understand and assess the situations of conflict they face. And it goes a step further, offering specific, practical guidance on how to intervene to resolve the

conflict successfully. Each model provides a different and potentially useful angle on the problem, and includes worksheets and a step-by-step process to guide the reader in applying the tools. Offers eight models to help you understand the root causes of any conflict. Explains each model's focus, what kind of situations it can be useful in and, most importantly, what interventions are likely to help. Provides you with clear direction on what specific actions to choose to resolve a particular type of conflict effectively. Features a detailed case study throughout the book, to which each model is applied. Additional examples and case studies unique to each chapter give the reader a further chance to see the models in action. Includes practical tools and worksheets that you can use in working with these models in your practice. The Conflict Resolution Toolbox equips any practitioner to resolve a wide range of conflicts. Mediators, negotiators, lawyers, managers and supervisors, insurance adjusters, social workers, human resource and labour relations specialists, and others will have all the tools they need for successful conflict resolution.

Mediation Research Kenneth Kressel 1989-08-07 Discover the most up-to-date findings on a range of mediation topics Sponsored by the Center for Negotiation and Conflict Resolution In eighteen original chapters, this book, sponsored by the Center for Negotiation and Conflict Resolution, examines the nature and effectiveness of mediation in a wide variety of disputes including divorce cases, neighborhood conflicts, international disputes, environmental conflicts, and labor negotiations. The authors explain how mediation works, look at the factors that determine whether mediation can be used to resolve a dispute, and identify the conditions under which it is most effective.

The Mediation Process Christopher W. Moore 1996-05-24 "Throughout this period of dynamic growth, the first edition of The Mediation Process, originally published in 1986, has led the way as the best resource in the field for a generation of practitioners and trainers, students in degree programs, and professionals in corporate, legal, health care, education, and governmental arenas.

Handbook of Research on Strategic Communication, Leadership, and Conflict Management in Modern Organizations Normore, Anthony 2019-03-08 As communication and leadership skills are both essential for personal and organizational success, new approaches and management styles are continuously being sought. Emerging technologies, automation opportunities, and a diverse workforce are just a few of the challenges business professionals must be prepared for in today's workplace environment. The Handbook of Research on Strategic Communication, Leadership, and Conflict Management in Modern Organizations provides emerging research exploring the theoretical and practical aspects of managing and solving conflicts, and introduces updated approaches for refining communication and leadership skills.

Featuring coverage on a broad range of topics such as emotional intelligence, organizational crises, and virtual team management, this book is ideally designed for professionals, leaders, managers, and human resource specialists seeking current research on developing the skills and consciousness needed to effectively communicate, negotiate, and collaborate in diverse organizations.

Communication, Conflict, and the Management of Difference Stephen W. Littlejohn
2007-04-03 Littlejohn and Domenici invite readers to engage in a thoughtful dialogue about human difference, conflict, and communication. Drawing on numerous examples from their work in mediation, the authors discuss a variety of practical tools, models, and theories to help analyze conflict why it occurs and how communication skills help avoid downward spirals into harmful relationships. Communication competence can move discussions away from harmful interactions and empower parties to expand their options. Effectively managing differences allows conflict, in whatever context, to become a positive resource rather than a barrier. The appendix provides a wealth of information in a succinct format. It discusses basic communication skills; introduces a number of alternative dispute resolution methods, including negotiation, mediation, facilitation, collaboration, and public engagement; and concludes with practical information about dialogue as an important approach to differences.

Handbook of Research on Effective Communication, Leadership, and Conflict Resolution _____ Normore, Anthony H. 2016-02-26 In order for an organization to thrive, it is essential to develop key strategies for interaction, leadership, and management within diverse settings. Refining these skills ultimately aids in the arbitration of any potential conflicts that may arise during intra-organizational interactions. The Handbook of Research on Effective Communication, Leadership, and Conflict Resolution evaluates operational strategies and interpersonal skill development for the successful leadership and management of modern organizations. Highlighting various governance and interaction techniques that assist in mediating organizational controversies, this handbook of research is a vital source for professionals, leaders, managers, and human resource specialists interested in developing skills needed to efficiently communicate, collaborate, and negotiate across differences within an organization.

Konfliktlösung im Beruf für Dummies Vivian Scott
2014-01-06 Konflikte erkennen, lösen oder von vornherein vermeiden Konflikte treten unweigerlich im Berufsleben auf – ob Sie anderer Meinung als Ihr Chef oder Ihre Mitarbeiter sind oder mit einem Kollegen aneinandergeraten. Dieses Buch gibt Hilfe zur Selbsthilfe bei der Lösung dieser Konflikte. Die Autorin zeigt, wie Sie Konflikte mit Ihren Kollegen oder als Vorgesetzter zwischen Mitarbeitern verstehen, entschärfen und im besten Fall lösen. Sie erfahren, wie Sie sich selbst und andere bewusst wahrnehmen, klar kommunizieren und im Gespräch auf die

Bedürfnisse Ihres Gegenübers eingehen. So finden Sie Lösungen, die die Belange aller berücksichtigen. Sollte das nicht möglich sein, wird auch aufgezeigt, wie Sie Konflikte mit einem Mediator lösen können.

Conflict Management and Dialogue in Higher Education Nancy T. Watson
2018

Conflict Management Deborah Borisoff 1998 Conflicts surround us daily; we see it between countries, cities, and even neighbors. Often over-looked, but equally important, is the conflict that arises between and among coworkers. This book has proven successful with professional audiences, offering clear, usable advice on how to manage conflicts that arise on the job and in personal relationships. KEY TOPICS: The authors have created a five-step model of approaching and analyzing interpersonal conflict, and this model is applied repeatedly to different topics, providing readers with a genuinely effective structure for working through differences with colleagues, friends, and others. MARKET: Designed for managers and human resource departments.

Managing Conflict with Direct Reports Center for Creative Leadership (CCL) 2011-08-15 Conflict is inevitable when people work together, and it's one of the most difficult challenges facing managers. But it's a challenge that successful leaders learn to address. Managers who develop an understanding of difference without judgment and are willing to see more than one perspective or solution are in a good position to manage conflict with their direct reports. Conflict between managers and direct reports highlights a power relationship and affects the work itself—the tasks for which managers and direct reports share responsibility. Managers who look to see both sides of conflict can resolve it, but it means assessing the differences between themselves and their direct reports and finding out how those differences affect the conflict. After assessing those differences, managers can devise a plan to use before, during, and after a conflict resolution session. They will be better prepared to understand emotions that can trigger conflict, to clarify performance expectations so their direct reports know what's expected of them, and to provide ongoing feedback for the support and development of their direct reports.

The Essential Guide to Workplace Mediation & Conflict Resolution Doherty 2008 Workplace mediation is becoming an increasingly popular dispute resolution method to settle interpersonal employee conflicts, including harassment and bullying complaints. There is a direct ratio between the quality of relationships across the workplace and long-term effectiveness and success. Mediation addresses complex relationship difficulties head-on so that working relationships can be restored. Fostering a philosophy of mediation as a culture and a "co-entrepreneurial" business model, Doherty and Guyler consider what mediation is, why it is necessary and how it works, including the main

Nora

principles of operation and the 6-step structure of a mediation meeting. They analyze the reasons for conflict and suggest useful everyday communication skills to help defuse anger or aggression. Real case studies look at specific complaints of bullying, of sexual harassment and of racism, generational conflicts within family businesses and boardroom conflicts between chairmen and CEOs.

From Conflict Resolution to Social Justice Alicia Pfund 2013-03-28

This reader brings together the writings of Wallace Warfield (1938-2010), the internationally acclaimed and influential authority on conflict resolution. The selected essays highlight the importance of social context in conflicts and the future and potential of the field of Conflict Resolution. After introducing Warfield's thinking and background, a first section highlights the role of race, ethnicity and culture in conflict, through case studies and step-by-step methods on how to deal with such issues. It also addresses theoretical issues and policymaking. The second section focuses on the role of conflict resolution in society and how it could become the key to building just societies. Throughout the book, it is clear that the subjects that concerned Warfield are becoming even more relevant today. World conflicts are less between countries and more within communities confronted with socio-cultural clashes as well as issues related to economic deprivation. Individuals who have been victimized by oppressors or oppressive systems are becoming aware of their rights, while globalization and electronic communication are showing them what structural changes -pacific or otherwise- are happening around the world. Ranging from the local to the international and integrating theory with ideas and practice, this work will be a unique learning resource and reference for both students and practitioners of conflict resolution, while highlighting the legacy and contemporary relevance of a leading thinker.

Mediation and Conflict Resolution in Social Work and the Human Services Edward Kruk 1997 This timely collection written from a social work perspective includes original chapters by leading experts in specific fields of mediation and conflict resolution. Each chapter examines a field of practice, describes the actual mediation/conflict resolution process, considers current debates and research, and provides alternatives to mediation. Gender, race, class, and cultural diversity issues are integrated throughout the text, with a separate chapter addressing mediation and multicultural reality.

HUMBLE INQUIRY Edgar H. Schein 2016-10-01 Ed Schein beschreibt Humble Inquiry als die besondere Kunst fragend jemandem zu entlocken, was er und man selber nicht weiß, vorsichtig eine Beziehung aufzubauen, die von Neugier und Interesse an den besonderen Fähigkeiten des anderen geprägt ist. In direkter Fortführung zu seinem Buch zum Prozess des Helfens geht es um Anwendung in Alltag, Gruppe und Organisation. 'An invaluable guide for a consultant trying to understand and untangle

system and interpersonal knots. Written with a beguiling simplicity and clarity, it is laden with wisdom and practicality.' (Irvin Yalom)

The Handbook of Conflict Resolution Morton Deutsch 2000-04-18 This first revised edition (with substantial new material and updates) is written for both the seasoned professional and the student just learning the art of mediation and conflict resolution between individuals, groups, organizations and nations.

Conflict Resolution Program Kimberly Wylie 2008-03-04 Essay from the year 2004 in the subject Business economics - Personnel and Organisation, grade: A, University of Phoenix, 7 entries in the bibliography, language: English, abstract: In today's hyper-competitive, globalized business world, it is more important than ever for businesses to get the most productivity possible out of each and every one of their employees. Challenges to productivity include a variety of factors, including conflict. Although businesses may try to avoid conflict with processes and procedures such as comprehensive contracts, clear job descriptions, and well-delineated lines of authority, conflict within any organization is inevitable. Accepting this, this paper will propose a conflict resolution program for Solectron Corporation. This program will seek to reduce the occurrence of conflicts, while also dealing with them as efficiently and effectively as possible when they do occur. A brief company overview will be presented, as well as who the target audience is for this program. In addition, this paper will discuss the concept of conflict, conflict resolution, as well as how this program will improve the company's overall effectiveness.

Conflict Resolution Through Communication Fred Edmund Jandt 1973
Communication and Conflict Resolution Skills Neil H. Katz 1985