

Managing Interpersonal Conflict (Interpersonal Communication Texts)

William A. Donohue

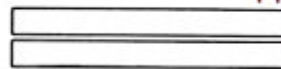
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William A. Donohue
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William A. Donohue : Managing Interpersonal Conflict (Interpersonal Communication Texts) before purchasing it in order to gage whether or not it would be worth my time, and all praised Managing Interpersonal Conflict (Interpersonal Communication Texts):

0 of 0 people found the following review helpful. BUY. THIS. BOOK.By L. CareyManaging Interpersonal Conflict was such an amazing book. The author, William Donohue breaks down conflict in verbal communication so eloquently. You can tell that he is well versed in this subject and has an extensive amount of information regarding how to handle conflict. This book actually has a surreptitious way of shining light on behavior that you were unaware of participating in. I absolutely loved this book and am so thankful for the recommendation. I learned about this book

while reading *Confronting without Offending* by Deborah Smith Pegues (another excellent read). If you are looking for a book that will teach you the necessary skills in how to EFFECTIVELY communicate with conflict then the ROAD ENDS HERE. A priceless skill that I learned from this book was how to engage in a conversation when being attacked personally. It's hard to remain calm when a person is going OFF on you with their words. This book MASTERFULLY equips you with such a skill.

This book explores the process of interpersonal conflict - from the initial decision as to whether or not to confront differences through to how to plan the actual confrontation. It deals extensively with negotiation and, where negotiation proves unsuccessful, with third-party dispute resolution. To avoid destructive or violent behaviour, Donohue emphasizes the importance of keeping conflicts under control and of focusing on the pertinent issues. He argues that the key to managing conflict is to address differences collaboratively so that the parties can create better solutions and, ultimately, strengthen their relationships.