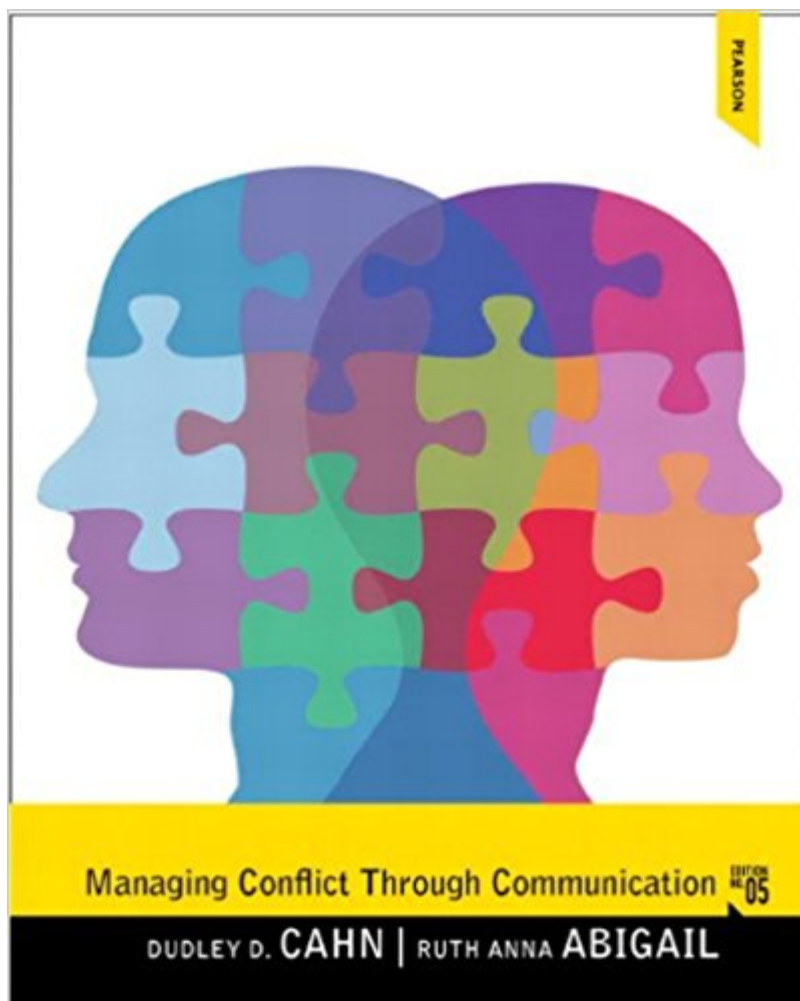


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# Managing Conflict Through Communication (5th Edition)



## Synopsis

Comprehensive and accessible coverage of the study of conflict **Managing Conflict Through Communication** helps students approach conflict constructively and learn more positive conflict management and resolution skills. Narratives and case studies make the material accessible and engaging to a diverse student audience. Discussion questions and exercises throughout the text provide a basis for classroom discussion and practical applications of concepts. This text is available in a variety of formats – print and digital. Check your favorite digital provider for your eText, including CourseSmart, Kindle, Nook, and more. **Learning Goals** Upon completing this book, readers will be able to:

- Exercise positive conflict management and resolution skills
- Understand why communication is essential to interpersonal relationships
- Question the thoughts, feelings, and behaviors about conflict they have experienced in the past

## Book Information

Paperback: 336 pages

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Average Customer Review: 4.2 out of 5 stars 43 customer reviews

Best Sellers Rank: #31,293 in Books (See Top 100 in Books) #66 in Books > Politics & Social Sciences > Social Sciences > Violence in Society #78 in Books > Textbooks > Business & Finance > Business Communication #95 in Books > Textbooks > Humanities > Performing Arts > Theater

## Customer Reviews

Though purchasing this book for coursework. I recommend this book to every person on their 18th birthday. The principles included within the pages help identify life altering issues that can be tackled prior to any advancement of escalation. It teaches that conflict is not bad, but in fact is an unavoidable function in life, while outlining valid and impertinent communication techniques and strategies to work through any disagreement. As well as knowing when to acquiesce, accommodate, avoid or stand firm in your decisions.

1/10, sucks. lost it on purpose

This book has a great deal of information that is well laid out and easy to understand. Of course, like all learning it is only as valuable as the learner makes it. The information and strategies must be accepted, internalized and PUT INTO PRACTICE in order to be of any real value, so that is all in the "eye of the beholder." For me, I found it was one of the better textbooks for my graduate courses (if not the BEST) and ironically, I experienced a LIFE CHANGING upheaval during the course and this book proved an invaluable resource in handling the most difficult situations of my lifetime. I am not sure where I would have been without the learning it had afforded me prior to these events. BUY IT! If you do the work, you will not be sorry.

Chapters are organized well and easy to follow. Theories are discussed, conflict is defined, communication techniques are suggested included confronting techniques, many examples are provided, and the processes are explained well in an easy to read book that will help the reader. One entire chapter addresses the forgiveness and reconciliation process after the conflict that other books fail to discuss or only touch. The final chapter touches briefly on the mediator process. I purchased the book for a class but it is a book I will hold on to. The chapters are laid out so the book can serve as a "how to" guide during/after a conflict in the workplace.

It seemed rather low level for a graduate level class.

Rented it for a course & got a B in the class (for those who were wondering). Was an easy to follow read.

The book looked to be in great condition when I got it. As I turned the pages to review some of the reading the pages fell out. It looks like the book wasn't sealed together properly as it was a new book.

Book arrived quickly and was in great condition. No inner markings, tears, highlighting, or page folding. Cover has a little wear, but only what you would expect after minor use (some wrinkles, slight wear on bottom edge from sitting on shelf, very minor spine wear). Over fantastic condition, will definitely purchase from seller again.

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