

1. Record Nr.	UNINA9910465182503321
Titolo	Conflict and crisis communication : principles and practices // edited by Carol A. Ireland, Martin J. Fisher and Gregory M. Vecchi
Pubbl/distr/stampa	London ; ; New York, N.Y. : , : Routledge, , 2011
ISBN	1-283-54751-1 9786613859969 1-136-82209-7 0-203-83040-7
Descrizione fisica	1 online resource (236 p.)
Altri autori (Persone)	FisherMartin J IrelandCarol A VecchiGregory M
Disciplina	363.2/3 363.23
Soggetti	Conflict management Interpersonal communication Negotiation Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Cover; Conflict and Crisis communication principles and Practice; Copyright; Contents; List of Figures and Tables; List of Abbreviations; Notes on Contributors; Foreword; 1. Conflict and Crisis Negotiation: The Negotiated Resolution Model; 2. Negotiation: Principles and Theoretical Underpinnings; 3. Crisis Situations: Communications, Goals and Techniques; 4. Application of Mental Illness and Cognitive Impairment to the Critical Incident: Considerations and Implications; 5. Application of Personality Disorder to the Critical Incident: Considerations and Implications 6. Ethical Considerations in a Conflict and Crisis Situation 7. Expertise of the Negotiator in Conflict and Crisis Communication; 8. When the Management of the Critical Incident Goes Wrong: Pitfalls and Suggested Approaches; 9. Post-critical Incident: Considerations; 10. Held Against Their Will: Behaviour, Considerations and Implications for the Captive;

## Index

### Sommario/riassunto

Conflict and crisis communication is the management of a critical incident which has the potential for resolution through successful negotiations. This can include negotiating with individuals in crisis, such as those threatening self-harm or taking individuals hostage as part of emotional expression, and also critical incidents such as kidnapping and terrorist activities. By focusing on the empirical and strong theoretical underpinnings of critical incident management, and including clear demonstrations of the practical application of conflict and crisis communication by experts in t