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Autore	Mayer Bernard S. <1946->
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Behavioral Elements of Avoidance and Engagement; Emotional Elements of Avoidance and Engagement; Attitudinal Aspects of Avoidance and Engagement; Avoiding and Preventing, Engaging and Escalating; The Ethical Challenge; The Conflict Specialist's Challenge; Reflections from Practice; Chapter 5 Principle and Compromise; Principle Without Compromise Is Seldom Principled; Principles Are Pragmatic; The Power of Principle and Compromise; Values, Interests, and Resources; Compromising with Evil; Reflections from Practice; Chapter 6 Emotions and Logic

The Response of Conflict Specialists to the Emotion-Logic Paradox; Emotions, Logic, and Decision Making; Emotions and Logic in Conflict Work; The Language of Feeling and Thinking; Feelings About Thoughts, Thoughts About Feelings; Sequences and Iterations; Narratives; Observations; Identifying Feelings and Thinking; Venting; Making Use of Tension in Our Own Experience of Emotion and Logic; Follow Others' Lead; What We Feel, How We Think; Gender and Culture, Emotions and Logic; Reflections from Practice; Chapter 7 Neutrality and Advocacy; What We Mean by Neutrality; Structural Neutrality; Behavioral Neutrality; Emotional Neutrality; Cognitive Neutrality; Perceptive Neutrality; Aspirational Neutrality; How the Elements Interact: A Case Example; The Dimensions of Advocacy; Advocacy as a Role; Advocacy as a Set of Attitudes; The Goals of Advocates; The Advocate's Skills; Emotional Skills; Communication Skills; Strategic Skills; Advocates and Third Parties; Susskind and Stulberg: A Classic Debate on Neutrality and Advocacy; The Advocate Neutral; (Further) Reflections from Practice and Life; Chapter 8 Community and Autonomy; Identity, Community, Autonomy; Integrating Community and Autonomy: The Challenge for Conflict Interveners

Sommario/riassunto

"Find the roadmap to resolution at the heart of the conflict. The Conflict Paradox is a comprehensive guide to overcoming conflict to arrive at a satisfying resolution. Written by one of the founders of the professional conflict management field and co-published with the American Bar Association, this book outlines the seven major dilemmas that conflict resolution practitioners face every day. Readers will find expert guidance toward getting to the heart of conflict, along with practical tools and techniques for more successful intervention. Using stories, experiences, and reflective exercises to bring these concepts to life, the author provides actionable advice for resolving disputes. Even contradictions that initially seem insurmountable can be overcome. The key is to help disputants change their approach to the seven dilemmas; instead of just seeing each as a duality where one must choose sides, they need to accept them as paradoxes in order to reach agreement. The Conflict Paradox provides a framework with which to analyze conflict and pinpoint the true issues being faced in order to facilitate the implementation of the best possible solution. Examine the contradictions at the center of almost all conflicts. Explore the seven dilemmas: Competition and Cooperation; Optimism and Realism; Avoidance and Engagement; Principle and Compromise; Emotions and Logic; Impartiality and Advocacy; Autonomy and Community. Understand that the sides of each paradox are interdependent, and learn how to move forward with that knowledge. Discover the tools and techniques that make conflicts less of a hurdle to overcome. Conflict is everywhere, and conflict resolution skills are valuable far beyond the professional and legal realms. With insight and creativity, solutions are almost always possible. For conflict resolution professionals looking for a better conflict analysis framework, The Conflict Paradox provides a roadmap to resolution."--

