

1. Record Nr.	UNINA9910791716403321
Autore	Donohue William A (William Anthony), <1949->
Titolo	Managing interpersonal conflict [[electronic resource] /] / William A. Donohue, Robert Kolt
Pubbl/distr/stampa	Newbury Park, Calif., : SAGE, 1992
ISBN	1-5063-2083-X 1-4833-2587-3 1-4522-4600-9
Descrizione fisica	1 online resource (171 p.) : ill
Collana	Interpersonal CommTexts ; ; 4 Interpersonal commtexts ; ; 4
Altri autori (Persone)	KoltRobert
Disciplina	303.69
Soggetti	Interpersonal conflict Negotiation Conflict management
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 (p. 166-167) and index.
Nota di contenuto	Cover; Contents; Chapter 1 - Understanding the Conflict Episode; Chapter 2 - Confronting Conflict; Chapter 3 - Face Saving; Chapter 4 - Structuring the Issues; Chapter 5 - Effective Negotiation; Chapter 6 - Negotiating in the Face of Power; Chapter 7 - What Kind of Conflict Help Is Available; Chapter 8 - Conflict Management Flowchart; References; Index; About the Authors
Sommario/riassunto	This title 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.