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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.