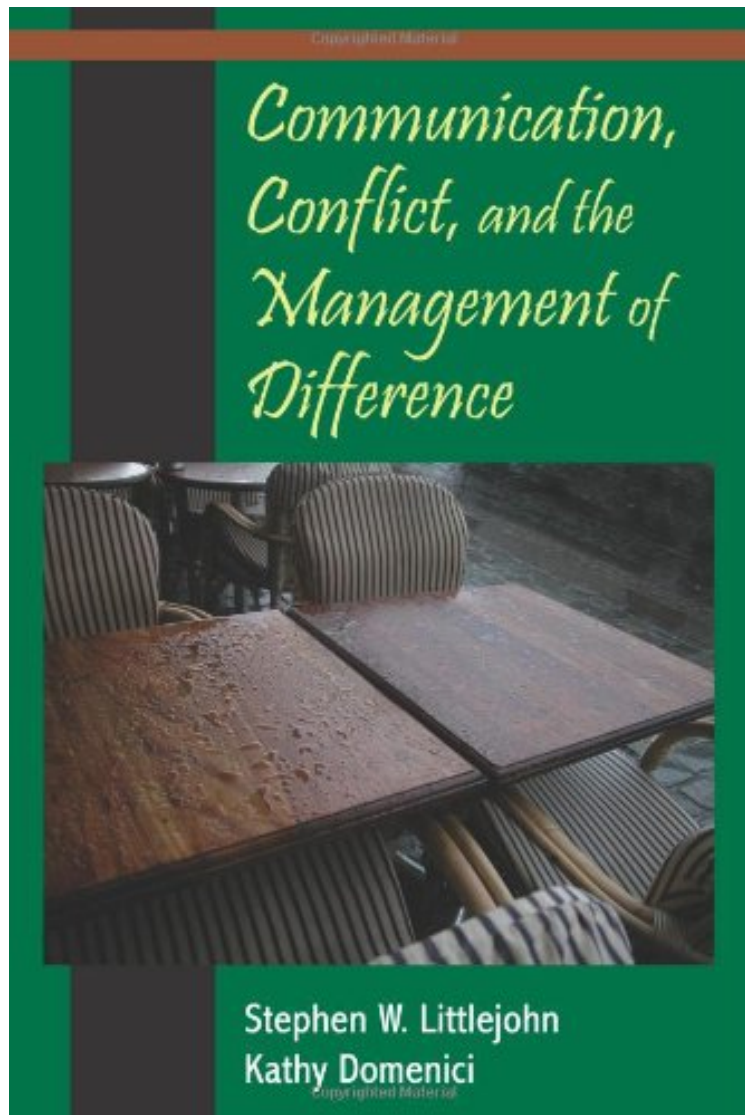


## Communication, Conflict, and the Management of Difference

*Stephen W. Littlejohn, Kathy Domenici*  
DOC | \*audiobook | ebooks | Download PDF | ePub



DOWNLOAD



READ ONLINE

#716199 in Books Waveland Press, Inc. 2007-03-23Ingredients: Example IngredientsOriginal language:EnglishPDF # 1 .70 x 5.90 x 8.90l, .95 #File Name: 1577665031344 pages | File size: 74.Mb

**Stephen W. Littlejohn, Kathy Domenici : Communication, Conflict, and the Management of Difference** before purchasing it in order to gage whether or not it would be worth my time, and all praised Communication, Conflict, and the Management of Difference:

0 of 1 people found the following review helpful. Great For Conflict Management Courses/StudiesBy MylgonThis is a very insightful book that takes a look at conflict and the many situations where understanding and addressing conflict is crucial. It is well written and provides diagrams of some of the concepts, along with real world examples that can be related to the subject matter.0 of 1 people found the following review helpful. Five StarsBy Emmanuel Tizhe

FinbarrExcellent book

Humans make distinctions constantly; those distinctions can be barriers, obstacles, or opportunities. Conflict exists when the differences we notice challenge us--when they require work to make them livable. The work of conflict involves making decisions about how to act in a specific situation and how to respond to the actions of others. It means engaging in the potentially hard work of interpreting, thinking in new ways, and creating effective resources for change. The actions, responses, and interpretive schemes that emerge between or among the parties in a conflict determine whether the management of difference moves toward harm or toward value. This book issues an invitation to engage in a thoughtful dialogue about human difference, conflict, and communication. The authors draw numerous examples from their work in mediation; they discuss a variety of definitions, practical tools, models, and theories to help analyze conflict and to manage differences. They encourage readers to learn how communication competence can move discussions away from harmful interactions and empower parties to expand their options. The appendix provides a wealth of information in a succinct format. It discusses basic communication skills; introduces a number of alternative dispute resolution methods, including negotiation, mediation, facilitation, collaboration, and public engagement; and concludes with practical information about dialogue as an important approach to differences.

"I have been searching for a theoretically informed, applied, interesting, and well-written text on conflict. And I've finally found it. I will be adopting it." --Natalie Nelson-Marsh, Portland State University  
From the Publisher  
Titles of related interest also from Waveland Press: Cupach et al., *Competence in Interpersonal Conflict*, Second Edition (ISBN 9781577666493) and Domenici-Littlejohn, *Mediation: Empowerment in Conflict Management*, Second Edition (ISBN 9781577661887).  
From the Back Cover  
"I am impressed with this book. It takes a mature, broad, and deep approach to conflict and communication without losing that critical quality of any useful text: accessibility. The best I've seen in many years of teaching this course." -- John V. Modaff, Morehead State University