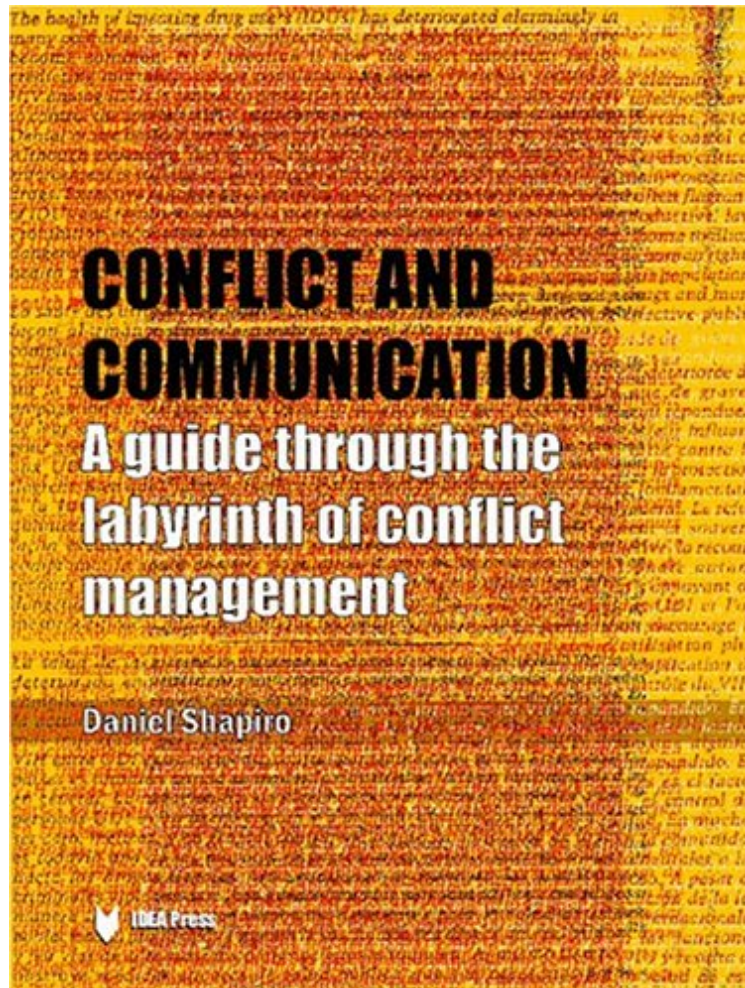


Conflict and Communication: A Guide Through the Labyrinth of Conflict Management

Daniel Shapiro

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Shapiro (psychology, Harvard Medical School) offers classroom teachers a practical curriculum on conflict management that will help students understand the nature of conflict and learn skills for dealing with conflicts in their lives. A section on conflict management contains 60 hands-on activities and instructions that help students discover

basic

About the Author Daniel L. Shapiro, Ph.D., is an instructor in Psychology in the Department of Psychiatry at Harvard Medical School. He is also an Associate at the Harvard Negotiation Project and teaches negotiation at Harvard Law School and the Massachusetts Institute of Technology. He consults worldwide on conflict management.