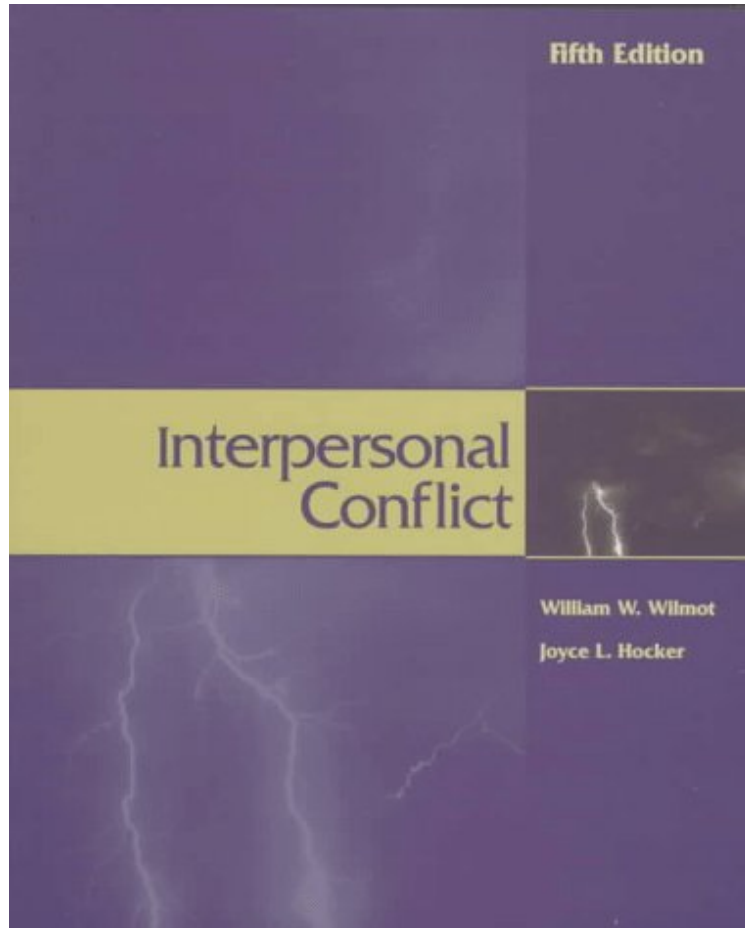


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Interpersonal Conflict

William W. Wilmot, Joyce L. Hocker
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William W. Wilmot, Joyce L. Hocker : Interpersonal Conflict before purchasing it in order to gage whether or not it would be worth my time, and all praised Interpersonal Conflict:

19 of 21 people found the following review helpful. Foundational book for conflict resolution By wsimpson@mail2.ncn.com Easy reading, with good examples of the various types and styles of conflict management, metaphors and escalation. Upon hearing the fate of Phil Hartman, I immediately thought of this book, and how its examples may have definately helped, as it has helped me to clarify issues in my marriage. However, the book failed to incorporate enough visual demonstrations of its "hands-on" ideas such as flowcharts or other types of process charts, thus probably causing the "visual-learner" type of audience to not be able to keep track of the "how-to" process. The book was used for a Public Conflict Resolution Ph.D course, however I would recommend it for any type of college course relating to conflict management.

This text introduces students to the theory and practice of conflict management and covers the central elements of

conflict that occur in families, organizations, and in interpersonal relationships, highlighting the practical skills necessary to manage conflict and connect those skills to conflict theory.