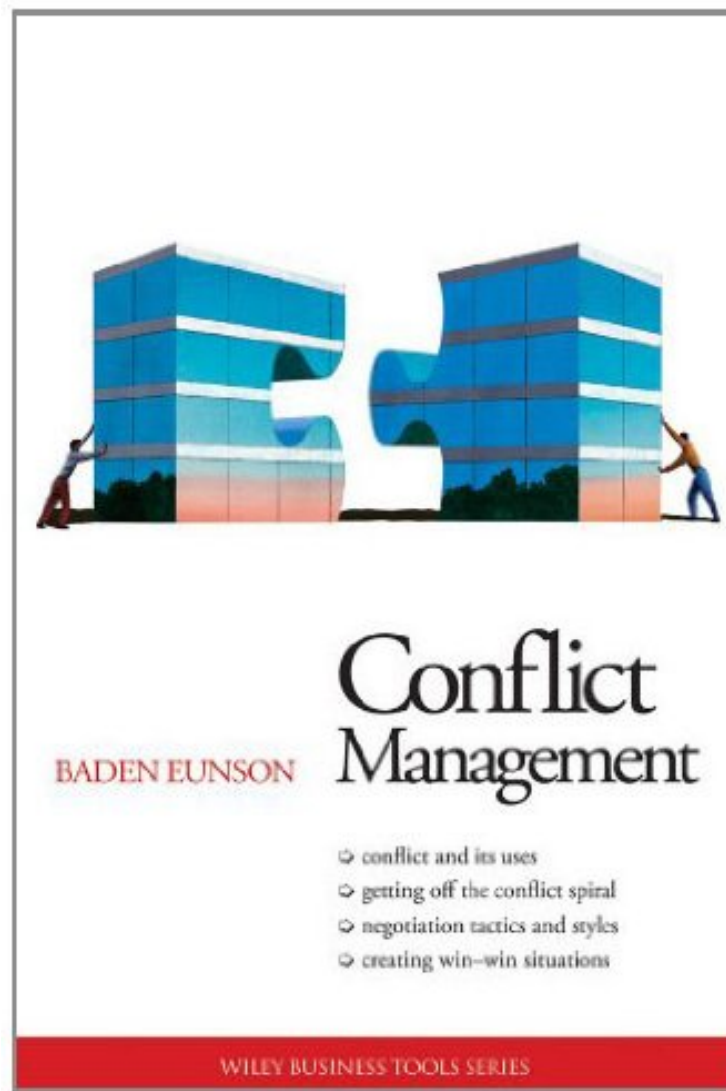


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Conflict Management

Baden Eunson

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Baden Eunson : Conflict Management before purchasing it in order to gage whether or not it would be worth my time, and all praised Conflict Management:

1 of 1 people found the following review helpful. Corporate ConflictBy girl from ozThis book presents effective models for conflict management in a working environment. If you're looking for conflict management skills for interpersonal conflict, some of the skills are transferable. Though it is written for the business world and seems to lack a human dimension.

Conflict Management is an easy-to-read and high-powered tool for understanding and managing conflict situations.

Conflict can spiral out of control, but if you understand how the spiral works you may be able to prevent it from even beginning. In this book you will find many options for managing conflict, including: planning goal setting compromise mediation Expert communicator Baden Eunson also takes an in-depth look at negotiation skills. He offers a visual and fresh approach to the work of strategies and tactics, negotiation styles, the importance of listening and questioning skills, the reasons why the location of negotiation can affect its outcome, and why the phrase 'win-win' is not a cliché; but a technique for success.

About the Author Baden Eunson teaches in the school of English, Communications and Performance Studies at Monash University, and also runs a training and consultancy business. He is the author of numerous books, including the best-selling *C21: Communicating in the 21st Century*, 2nd edn, John Wiley Sons.