



The Conflict Survival Kit: Tools for Resolving Conflict at Work

Cliff B. Goodwin, Daniel B. Griffith

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Provides a firm grounding in basic interpersonal communication and management skills—such as rapport building, empathetic listening, behavior modeling, reframing, problem solving and decision making—and contains unique chapters on practice and application. *Tools for the Conflict Survival Kit* provide strategies that can be used immediately in workplace situations. Case studies and role plays give readers practice communicating, negotiating, and problem-solving and an opportunity to refine and develop this important craft. Gives readers a thorough grounding in basic interpersonal communication and management skills such as rapport building, empathetic listening, behavior modeling, reframing, problem solving and decision making. Addresses specific conflict resolution situations, including negotiation, mediation, group decision making, assertive confrontation etc. Includes resolution frameworks and models for these situations using a step-by-step process. Introduces readers to important techniques such as interest-based collaborative approaches, empathetic communication and listening, the supportive confrontation model, participative management practices and alternative dispute resolution. Provide a collection of specific skills, advice, activities, challenges and techniques which readers can apply immediately to workplace situations. Designed for those who need instant skill building and practical methods for handling organizational and personal conflicts.

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