

《冲突解决 Conflict Manag》

图书基本信息

书名：《冲突解决 Conflict Management》

13位ISBN编号：9780731406517

10位ISBN编号：0731406516

出版时间：2006-12

出版社：John Wiley & Sons

作者：Baden Eunson

页数：122

版权说明：本站所提供下载的PDF图书仅提供预览和简介以及在线试读，请支持正版图书。

更多资源请访问：www.tushu111.com

《冲突解决 Conflict Manag》

内容概要

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 communication Baden Eunson also takes an in-depth look at negotiation skills. He offers a visual and fresh approach to the world 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.

《冲突解决 Conflict Manag》

书籍目录

Preface Introduction 1 Conflict--the basics 2 Conflict development 3 Approaches to managing conflict 4
Negotiation--the basics 5 Positions, concessions and interests 6 Getting ready to negotiate 7 Negotiation styles 8
Negotiation tools and planning Conclusion Notes Glossary Index

《冲突解决 Conflict Manag》

版权说明

本站所提供下载的PDF图书仅提供预览和简介，请支持正版图书。

更多资源请访问:www.tushu111.com