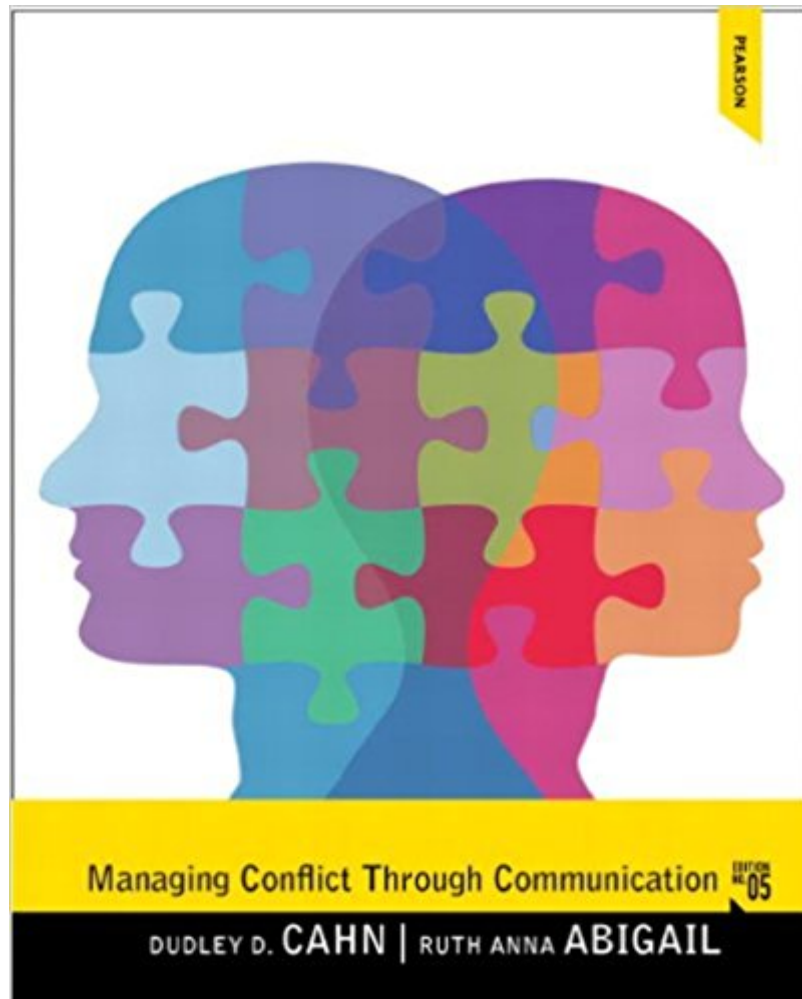


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# Managing Conflict Through Communication (5th Edition)



## Synopsis

Comprehensive and accessible coverage of the study of conflict    Managing Conflict Through Communication helps students approach conflict constructively and learn more positive conflict management and resolution skills.    Narratives and case studies make the material accessible and engaging to a diverse student audience. Discussion questions and exercises throughout the text provide a basis for classroom discussion and practical applications of concepts.    This text is available in a variety of formats – print and digital. Check your favorite digital provider for your eText, including CourseSmart, Kindle, Nook, and more.    Learning Goals Upon completing this book, readers will be able to:    Exercise positive conflict management and resolution skills    Understand why communication is essential to interpersonal relationships    Question the thoughts, feelings, and behaviors about conflict they have experienced in the past      

## Book Information

Paperback: 336 pages

Publisher: Pearson; 5 edition (February 17, 2013)

Language: English

ISBN-10: 0205862136

ISBN-13: 978-0205862139

Product Dimensions: 7.3 x 0.7 x 9.1 inches

Shipping Weight: 11.2 ounces (View shipping rates and policies)

Average Customer Review: 4.3 out of 5 stars    See all reviews    (34 customer reviews)

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## Customer Reviews

Timothy Yager    A Textbook Review    February 14, 2013    Managing Conflict Through Communication  
Managing Conflict Through Communication fourth edition authored by Dr. Ruth Anna Abigail and Dr. Dudley D. Cahn. Dr. Abigail is a professor at the Emerita, School of Adult and Professional Studies, and Dr. Cahn is a professor at the SUNY New Paltz campus, a certified mediator and a Fulbright Scholar. This textbook is an excellent read for anyone who wishes to learn about resolving conflict using strategic steps and using the theories behind conflict to gain a better understanding of where and when the conflict began. Managing Conflict Through Communication is an excellent read for the

student although any person will be able to read the textbook and apply many of the recommendations made by the authors toward conflict management. This textbook is not filled with large hard to read words and offers practical application exercises at the end of each chapter. Abigail and Cahn have done an excellent job in defining conflict and showing the reader that we encounter conflict in our everyday lives. How we choose to address conflict is where this textbook comes into play. Part one of the book guides us through what conflict really is, and outlines the cycles and patterns of conflict in an easy to comprehend structure. The authors introducing the different communication styles used, they define these as aggressive, assertive, non-assertive, and passive aggressive (Abigail & Cahn, 2011). In these chapters you will discover that many of the communication styles addressed are more behavior orientated, meaning how we deal with conflict (Abigail & Cahn, 2011). I found part one of the textbook very interesting and easily relatable to everyday life. Examples of previous student conflicts are highlighted in the chapters and within the "manage it" (Abigail & Cahn, 2011) portion allows the reader to take what they have learned from the reading and apply it in different case studies. Part two of the textbook the authors lead us into managing the conflicts atmosphere. Abigail and Cahn again use excellent examples of how to manage anger and stress while keeping face through the proceedings. The reader will discover in part two that there are many ways to de-escalate a conflict by either the management of anger and stress too the third party approach of utilizing a mediation when you are at an impasse. The third and final part of the book deals mainly with the theoretical side and enlightens the reader on the how the conflict cycle works within groups, social circles, and personal relationships. Abigail and Cahn lead you through becoming a conflict manager, their suggestions, and your creativity to resolving conflict will allow you the reader to better manage your own conflicts or at a minimum the authors give you another approach to resolving your conflicts peacefully and without violence. Throughout the textbook "Managing Conflict Through Communication" you will find yourself looking back at past conflicts in your social and personal life. You are forced to question your approaches to those conflicts and examine how you would have addressed them differently. This book is an essential read for all walks of life. If you are in a leadership position you will find this book very enlightening as you approach conflict in the workplace. How we address conflict has a lot to say about whom we are as a person, are we hot headed, a bully, stubborn, or do we operate with a one track mind. After reading this book and participating in the associated course I visualize and approach conflict with a different outlook. Reference: Abigail, R. A., & Cahn, D. D. (2011). *Managing Conflict Through Communication* 4th Ed. Boston: Allyn & Bacon.

This book has a great deal of information that is well laid out and easy to understand. Of course, like all learning it is only as valuable as the learner makes it. The information and strategies must be accepted, internalized and PUT INTO PRACTICE in order to be of any real value, so that is all in the "eye of the beholder." For me, I found it was one of the better textbooks for my graduate courses (if not the BEST) and ironically, I experienced a LIFE CHANGING upheaval during the course and this book proved an invaluable resource in handling the most difficult situations of my lifetime. I am not sure where I would have been without the learning it had afforded me prior to these events. BUY IT! If you do the work, you will not be sorry.

Although I don't believe in the mass extortion of students through forcing us to buy textbooks this wasn't so bad. They charged me half the price and instead of keeping it for life, I get it for 180 days! Isn't that wonderful?

excellent book for a class on conflict. Would have preferred to purchase on Kindle, since I have to travel - lugging a textbook gets old. However, great book with concepts well laid out. I especially like the way they put the key words & concepts at the beginning of each chapter. Chapter summaries were also good.

Though purchasing this book for coursework. I recommend this book to every person on their 18th birthday. The principles included within the pages help identify life altering issues that can be tackled prior to any advancement of escalation. It teaches that conflict is not bad, but in fact is an unavoidable function in life, while outlining valid and impertinent communication techniques and strategies to work through any disagreement. As well as knowing when to acquiesce, accommodate, avoid or stand firm in your decisions.

Like many of the books I purchased for college, this book is what I call "professor fluff". That basically means it's a book that your professor swears up and down you'll need but all of the information is quite basic and you rarely use it. For liberal arts courses, the odds of you ever /needing/ to buy a book are really slim. The exceptions might be Political Science and Philosophy, but for Communications courses, don't bother. Everything is google-able, and there's literally no way you're going to go through all of the content in this HUGE book in one semester. It's one of those books your professor forces you to buy because it's expensive and they get some kind of reward for promoting it. Don't waste your money.

Book arrived quickly and was in great condition. No inner markings, tears, highlighting, or page folding. Cover has a little wear, but only what you would expect after minor use (some wrinkles, slight wear on bottom edge from sitting on shelf, very minor spine wear). Over fantastic condition, will definitely purchase from seller again.

The book looked to be in great condition when I got it. As I turned the pages to review some of the reading the pages fell out. It looks like the book wasn't sealed together properly as it was a new book.

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