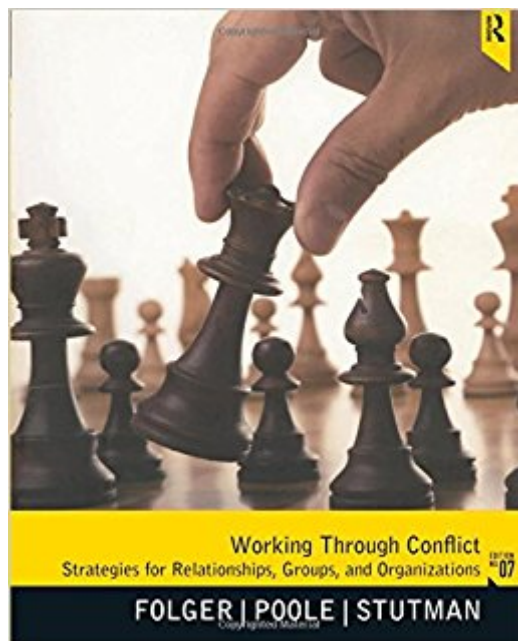




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# Working Through Conflict: Strategies For Relationships, Groups, And Organizations, 7th Edition



## Synopsis

Updated in its 7th edition, *Working Through Conflict* provides an introduction to conflict and conflict management that is firmly grounded in current theory, research, and practice, covering the whole range of conflict settings (interpersonal, group, and organizational). Encompassing a broad spectrum of theoretical perspectives, the text includes an abundance of real life case studies that illustrate key concepts and help students learn how to apply theory. The book's emphasis on application of concepts makes it highly accessible to students, while expanding their understanding of both conflict theory and practical skills.

## Book Information

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Average Customer Review: 4.2 out of 5 stars 33 customer reviews

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## Customer Reviews

Joseph P. Folger, Temple University Marshall Scott Poole, University of Illinois, Urbana-Champaign

Randall K. Stutman, CRA, Inc.

The text is well written, researched, and gives excellent ideas and explanations of conflicts and how to diffuse them. However, I can not give this book 5 stars because of the coloring of the Exhibits located in every chapter. They are so difficult to read that it is a waste of space. The "coloring" scheme for the exhibits is a light to medium grey box with the text printed in a medium grey, making it very eye straining to attempt to read and not worth the headache. There maybe some good information there, but it is too difficult to read to be bothered with it.

Highly recommend reading this book to have a more insightful, confident approach to dealing with

conflict. The author notes that conflict isn't wrong, or abnormal. It simply exists at times. Understood in the right way, conflict can be a good opportunity to achieve what neither side may have considered. Rather than posing obstacles and relationship strains, conflict should be consciously managed so it brings parties into common ground. Negotiation value.

A must have for any person wanting to go into business, management and even the medical field. Teaches you about the difference between an argument and actual conflict. Without going into too much detail: conflict is more than argument a vs argument b. It's a way of creating innovation, reinforcing personal/professional relationships, and we go through it every day

Yes it did I needed it for my summer class

Arrived as described and in perfect condition.

Writing was dry and drawn out. Book was in poor condition, looked like it was left out in the rain.

It not only helped with the class but it helped with dealing with conflict at work. I definitely recommend picking it up for a good read. It's a great topic to help anyone both personally and professionally.

It actually met my expectations and i am ok.

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