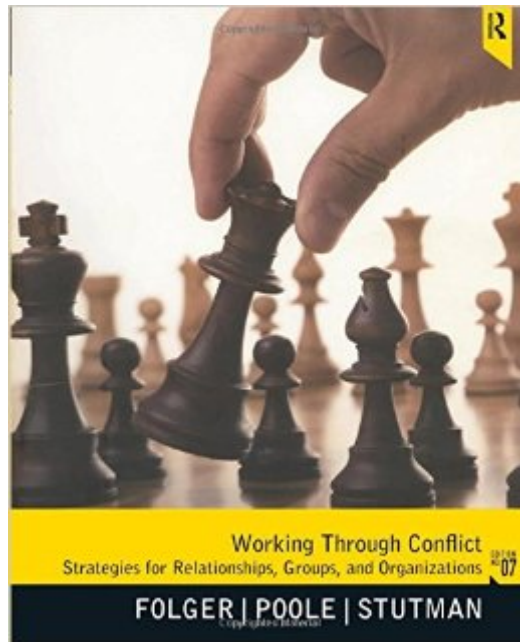


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# Working Through Conflict: Strategies For Relationships, Groups, And Organizations, 7th Edition



## 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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## Customer Reviews

If you are looking for quick fixes and simplistic solutions to conflict this book is not for you. The highly analytical approach illuminates the complexities of conflict management. Folger et al do an excellent job exploring the theoretical and psychological background necessary to evaluate the implicit and explicit causes and conditions involved in and effectively pursue solutions to disputes at multiple levels. You won't find this book on the NY Times bestsellers list because it is a textbook. Graduate student and practitioners can expect to draw upon it as an invaluable resource. Unlike most of those popular books this book doesn't just 'get you to yes', it actually has more weight and substance than most everything else out there. If you want a popular book on the topic of conflict that most non-professionals will find approachable read "Difficult Conversations." You will find it enjoyable and highly accessible.

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

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.

Well researched and written text book for conflict management and resolution. The book provides sound theoretical and practical explanation for causes of conflict and strategies for managing them. Good for both teaching and practical application.

Folgers conflict resolution provides more information about the role of conflict in one's life and how to address those concerns. I would have preferred the print to be a bit larger now that I am wearing glasses. The author(s) gets to the root of conflict. Read and be willing to learn.

This textbook was required for PSY 479 - Dimensions of Organizational Conflict. I found this textbook well organized, the case studies were relevant to the learning objective and easy to understand. I believe this textbook would be useful to any individual going into a field where organizational conflict is a frequency occurrence.

I read a lot of books. This book has good examples and strategies for conflict resolutions. I would recommend this book to friends and co-workers.

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