



Managing Conflict in a Negotiated World: A Narrative Approach to Achieving Productive Dialogue and Change

Peter M. Kellett, Diana G. Dalton

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Kellett and Dalton present a core text in Conflict Management derived from extensive class testing of their material. Their book helps readers understand the elements of conflict and act on that understanding by managing conflict better in each area of their lives - work, family, and community.

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