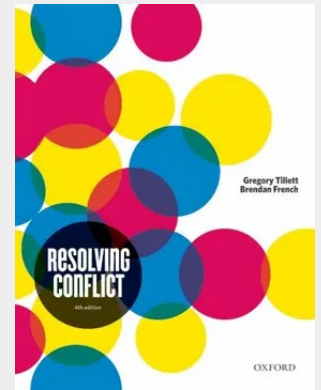


Resolving Conflict

Conflict is an inevitable and pervasive aspect of our lives, occurring between individuals, in families and communities, in businesses and between nations. Resolving Conflict draws on the latest developments in research and practice and explores a wide range of human conflict situations. Offering basic principles and creative problem-solving strategies and now even more practical in its fourth edition, Resolving Conflict uses case studies, questions, examples and checklists to help readers develop an informed, critical and reflective approach to dispute resolution.

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