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anymore We need to work together, but you're really irritating me! I know you don't agree but you should look at this piece of information... Should I take Job A or Job B? Mediate between your employees

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This in-depth analysis goes behind the headlines to understand why crucial negotiations fail. The author argues that diplomats often enter negotiations with flawed assumptions about human behavior, sovereignty, and power.

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Essentially, the international community is using a model of European diplomacy dating back to the 18th century to solve the complex problems of the 21st century. Through numerous examples, the author shows that the key failure in current diplomatic efforts is the entrenched

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belief that nations, through their representatives, will act rationally to further their individual political, economic, and strategic interests. However, the contemporary scientific understanding of how people act and see their world does not support this assumption. On the contrary, research

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from decision-making theory, behavioral economics, social neuropsychology, and current best practices in mediation indicate that emotional and irrational factors often have as much, if not more, to do with the success or failure of a mediated solution. Reviewing a wide range of

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conflicts and negotiations, Noll demonstrates that the best efforts of negotiators often failed because they did not take into account the deep-seated values and emotions of the disputing parties. In conclusion, Noll draws on his own long experience as a professional mediator to describe the

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process of building trust and creating a climate of empathy that is the key to successful negotiation and can go a long way toward resolving even seemingly intractable conflicts.

Incorporating the latest research throughout, Daniel Levi's Fifth Edition

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of Group Dynamics for Teams explains the basic psychological concepts of group dynamics, focusing on their application with teams in the workplace. Grounded in psychology research and a practical focus on organizational behavior issues, this engaging book helps readers

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understand and more effectively participate in teams.

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Questionnaires, and Surveys. These selections represent the all-time best the Pfeiffer Annuals and Handbooks have to offer on the topic. The Pfeiffer Book of Successful Managing Conflict Tools Provides articles that offer timeless advice for dealing and classifying organizational conflict

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Offers inventories that include questionnaires and instruments that help participants recognize the destructive effects of hidden agendas and how to deal with them and

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The Dynamics of Conflict When it was published in 2000, Bernie Mayer's The Dynamics of Conflict Resolution quickly became one of the seminal

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works in the conflict resolution field. The book bridged the gap between abstract theoretical approaches and practical handbooks and became an immensely valuable and accessible resource for experienced and novice practitioners, as well as for professors and students of conflict management

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who needed a deep yet practical view of conflict and methods for dealing with it. The Dynamics of Conflict is the second edition of Mayer's classic book. While building on the strengths of the first edition, this thoroughly revised and updated book keeps pace with the most current trends and

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research in the field and explores four key concepts: interactional dynamics, system dynamics, culture and conflict, and conflict engagement. Like the first edition, the focus of the new edition is on the ways we can productively think about conflict and conflict intervention, rather than on specific techniques and

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processes. Mayer presents ideas about conflict as a set of conceptual tools that build on one another and contribute to a multifaceted view of conflict and conflict intervention but that also stand on their own. Filled with illustrative examples, the book draws from the author's thirty years of

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experience with interpersonal, family, community, organizational, labor management, environmental, public policy, and international disputes and includes instances of conflicts that have been in the news. In addition, this vital resource contains information on the most important work that has

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been done in the past decade on culture, systems, and conflict engagement and shows how conflict concepts apply to new technologies such as online communication and conflict resolution efforts on the Web. In the concluding chapter Mayer explores how conflict intervention

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efforts fit into more general values about peace, democracy, and social justice, and the personal impact that conflict work as a field has on conflict specialists.

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For graduate or undergraduate upper-division courses in Negotiation, Conflict Resolution, or Labor Relations, which can be found in various departments such as business, law, education, engineering, psychology, and public administration. A major goal of the authors was to

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write a book that could be easily utilized in a variety of courses and would be universally appealing to students of all majors. To enhance the readability, they intentionally chose a “conversational writing style” rather than a traditional “textbook style” to engage students of various different

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backgrounds. The book has a lively and interesting approach and incorporates several unique features that focus on “real world” negotiation cases. These features include cartoons like the popular Zits series, offering the reader a humorous but realistic viewpoint as well as many

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practical bargaining tactics and tips. All chapters include many boxed items and discussions of actual negotiations to illustrate major concepts and make them more accessible to students.

Organizational Behavior in Health Care, Fourth Edition is specifically

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written for health care managers who are on the front lines every day, motivating and leading others in a constantly changing, complex environment. Uniquely addressing organizational behavior theories and issues within the healthcare industry, this comprehensive textbook not only

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offers in-depth discussion of the relevant topics, such as leadership, motivation, conflict, group dynamics, change, and more, it provides students with practical application through the use of numerous case studies and vignettes. Thoroughly updated, the Fourth Edition offers: - Two chapters

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addressing demographic shifts and cultural competency and their importance for ensuring the delivery of high quality care (Ch. 2 & 3) - New chapter on change management and managing resistance to change. - New and updated content (modern theories of leadership, teaming, etc), and case

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