

BRIEF CONTENTS

DETAILED CONTENTS

About the Author x

Preface xi

Acknowledgments xiii

CHAPTER 1 • Conflict in Our Lives 1

CHAPTER 2 • Power and Conflict Styles 25

CHAPTER 3 • Deconstructing Conflicts 51

CHAPTER 4 • Culture and Conflict 73

CHAPTER 5 • Negotiation Skills and Resolving Conflicts With Others 95

CHAPTER 6 • Dealing With Anger, Aggression, and Bullying 119

CHAPTER 7 • Mediation Skills 145

CHAPTER 8 • Online Dispute Resolution 173

CHAPTER 9 • Apologies, Forgiveness, and Reconciliation 193

CHAPTER 10 • Conflict in Organizations and Families 213

Glossary 237

References 243

Index 255