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Sydney: McGraw-Hill.

Shaun Saunders Review
of D. Dana's Conflict

Resolution. South

Pacific Journal of

Psychology, Volume 14,

2002/2003 Book,

Multimedia, &

Curricular Reviews (81

- 83) - 81 -. Daniel, D.

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(2001). Conflict

Resolution. Sydney:

McGraw-Hill. As long

as there are individual

differences in the

workplace, there will be

grounds for conflict not

only between

management and the

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Daniel, D. (2001).
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Daniel Dana. McGraw
Hill Professional, Jan 3,
2001 - Business &
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Conflict Resolution By
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Daniel Dana | Used -
Very Good ...

Daniel Dana Ph.D.

(Overland Park, KS), is
the founder of

Mediation Training

Institute International

and an invited lecturer
at universities and

institutions worldwide.

He is the author of

Managing Differences.

From the Back Cover

Tips and Tools for

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Resolution to Recognize,
Prevent, and Resolve
Conflicts in Today's
Higher-Stress
Workplace

Conflict Resolution:
Dana, Daniel:
9780071364317: Books

...

Daniel Dana. Holding
the Ph.D. in psychology,
Dan Dana served for
several years as a

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professor of
organizational behavior
at the University of

Hartford (Connecticut)

Graduate School of

Business, and has held

faculty appointments at

Syracuse University and

several other

institutions. (A former

student once called him

"Doctor Conflict," and

the moniker stuck!)

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Daniel Dana -

Mediate.com

The conflict between Donna and Jon is an [interpersonal conflict], which is the simplest and easiest kind to resolve. And it is the most common kind of conflict in workplaces. Two mediation tools [managerial mediation and self-mediation] are designed

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to resolve interpersonal
conflicts and will be
described in future
chapters.

What's a Conflict? -

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(Overland Park, KS), is

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"About this title" may
belong to another
edition of this title.

Successful management
depends on the ability to
quickly and effectively
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Daniel Dana
includes hands-on
information for
effectively

communicating with
employees, disciplining
and even terminating
employees,
understanding and using
organizational politics,
and more.

This in-depth analysis
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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. Essentially, the international community is using a model of European diplomacy dating back to the 18th

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Daniel Dana
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 belief that nations, through their representatives, will act rationally to further their individual political, economic, and strategic

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interests. However, the contemporary scientific understanding of how people act and see their world does not support this assumption. On the contrary, research from decision-making theory, behavioral economics, social neuropsychology, and current best practices in mediation indicate that emotional and irrational factors

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Resolution often have as much, if not more, to do with the success or failure of a mediated solution.

Reviewing a wide range of 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

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Daniel Dana

disputing parties. In conclusion, Noll draws on his own long experience as a professional mediator to describe the 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.

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The Pfeiffer Book of Successful Managing Conflict Tools is organized into three sections: Presentations and Discussions (articles); Experiential Learning Activities; and Inventories, Questionnaires, and Surveys. These

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Resolutions 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. Contains complete, ready-made training exercises designed to

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meet a variety of needs
for different audiences
Offers inventories that
include questionnaires
and instruments that
help participants
recognize the
destructive effects of
hidden agendas and how
to deal with them and
surveys that encourage
honest talk about
controversial issues in
the organization

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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

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Daniel Dana

to 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 practical bargaining tactics and

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

Boost productivity by
making the switch from
[boss] to COACH!
Effective managers
know their job is to help
employees succeed, not

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to give them orders.

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They create relationships that build collaboration and meaningful performance improvement. These managers know that when they facilitate the success of their team members, they facilitate their own success.

Effective Coaching teaches you practices you can use

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immediately to
engender employee
commitment and help
employees gain the
skills necessary to
sustain and grow any
type of organization.

You'll learn: The
attributes of a successful
coach How to set up an
effective coaching
session How to use
coaching to correct
unproductive behavior

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How to use coaching to be a better trainer
Briefcase Books, written specifically for today's busy manager, feature eye-catching icons, checklists, and sidebars to guide managers step-by-step through everyday workplace situations. Look for these innovative design features to help you navigate through each

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page: -Clear definitions of key terms and concepts -Tactics and strategies for coaching employees -Tricks of the trade for executing effective coaching techniques -Practical advice for minimizing the possibility of error -Warning signs for when things are about to go wrong -Examples of successful workplace

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coaching -Specific
planning procedures,
tactics, and hands-on
techniques

The Second Edition of
this classic resource on
conflict resolution
combines research,
conceptual models,
practitioner experience,
and stories that highlight
the core conflict
competencies. The book

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underscores the importance for leaders to develop the critical skills they need to help them, their colleagues, and their organizations deal more effectively with conflict and move their organizations forward. This new edition expands on the conflict competence model, includes new tools and techniques,

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shows how to develop
conflict competent
teams and organizations,
and offers a new online
assessment.

An early childhood
development expert
shows how to craft a
nurturing childhood for
your sons and
daughters, while
minimizing negative
societal influences.

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Based on early-
childhood development
expert Nancy Carlsson-
Paige's thirty years of
researching young
children, this
groundbreaking book
helps parents navigate
the cultural currents
shaping, and too often
harming, kids today—and
restore childhood to the
best of what it can be.

As Carlsson-Paige

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Daniel Dana
explains, there are three
attributes critical to
kids' healthy

development: time and
space for creative play,
a feeling of safety in
today's often

frightening world, and
strong, meaningful
relationships with both
adults and other

children—attributes that
we, as a society, are
failing to protect and

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nurture. From advising parents on which toys foster creativity (and which stifle it) to guiding them in how to use "power-sharing" techniques to resolve conflicts and generate empathy, Carlsson-Paige offers hands-on steps parents can take to create a safe, open, and imaginative environment in which

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kids can relish

childhood and flourish
as human beings. □Dr.

Carlsson-Paige explains
the many ways our
culture and media are
threatening our
children's healthy
development. She gives
adults concrete
strategies for fighting
back. Today's parents
need this book. □□Marian

Wright Edelman,

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Children's Defense
Fund

Daniel Dana

Learn all you need to know about successful team management from building up a team that functions effectively to achieving the desired results. **Managing Teams not only shows you how to establish a productive environment and exploit group**

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dynamics but also provides practical techniques for you to try in different settings. Power tips help you handle real-life situations and develop the first-class team management skills that are the key to a productive and informed workplace. This innovative series covers a wide range of

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of responsibility with a
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