

Communication, Conflict, and the Management of Difference

Stephen W. Littlejohn, Kathy Domenici



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Communication, Conflict, and the Management of Difference Stephen W. Littlejohn, Kathy Domenici Littlejohn and Domenici invite readers to engage in a thoughtful dialogue about human difference, conflict, and communication. Drawing on numerous examples from their work in mediation, the authors discuss a variety of practical tools, models, and theories to help analyze conflict—why it occurs and how communication skills help avoid downward spirals into harmful relationships. Communication competence can move discussions away from harmful interactions and empower parties to expand their options. Effectively managing differences allows conflict, in whatever context, to become a positive resource rather than a barrier. The appendix provides a wealth of information in a succinct format. It discusses basic communication, skills; introduces a number of alternative dispute resolution methods, including negotiation, mediation, facilitation, collaboration, and public engagement; and concludes with practical information about dialogue as an important approach to differences.

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