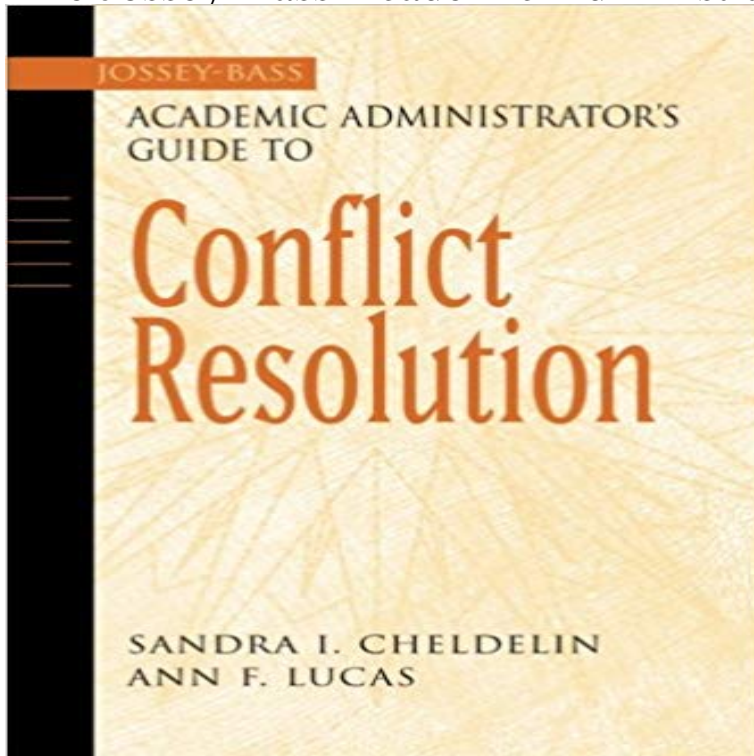


The Jossey-Bass Academic Administrators Guide to Conflict Resolution



Dealing with conflict is an evitable part of any academic administrators job. Often, however, new administrators lack the skills they need to successfully resolve campus conflicts. This important resource includes an array of strategies for identifying and managing conflict between individuals, within a department, and between departments. The Jossey-Bass Academic Administrators Guide to Conflict Resolution shows how to turn conflicts into problems to be solved. Authors Sandra I. Cheldelin and Ann F. Lucas offer concrete approaches academic administrators can use to analyze conflicts and design effective interventions. The Jossey-Bass Academic Administrators Guide to Conflict Resolution is an invaluable tool that includes Guidelines for knowing when it is appropriate to intervene in a conflict Strategies for helping to change irrational and negative thinking to positive rational thought Methods for handling interpersonal conflict between two parties within a department An outline of the major approaches for managing conflict and information?when they work and when they dont Effective strategies for preventing and solving specific problems

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