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*Dudley D. Cahn, Ruth Anna Abigail*

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*Comprehensive and accessible coverage of the study of conflict*

Managing Conflict Through Communication helps students approach conflict constructively and learn more positive conflict management and resolution skills.

Narratives and case studies make the material accessible and engaging to a diverse student audience. Discussion questions and exercises throughout the text provide a basis for classroom discussion and practical applications of concepts.

This text is available in a variety of formats — print and digital. Check your favorite digital provider for your eText, including CourseSmart, Kindle, Nook, and more.

## Learning Goals

Upon completing this book, readers will be able to:

- *Exercise positive conflict management and resolution skills*
- *Understand why communication is essential to interpersonal relationships*
- *Question the thoughts, feelings, and behaviors about conflict they have experienced in the past*

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