



Communication Strategies for Managing Conflict: A Guide for Academic Leaders (Hardback)

By Mary Lou Higginson

John Wiley Sons Inc, United States, 2016. Hardback. Condition: New. 2nd ed.. Language: English . Brand New Book. The conflict management guide academic leaders have been searching for Communication Strategies for Managing Conflict gives academic leaders the tools and insight they need to effectively manage conflict affiliated with leading change and problematic faculty performance. Using case studies that bring typical issues to light, this book guides you through difficult situations with strategies and analyses of key issues, variables, and options. The real-life examples show you effective conflict management at work, and provide direct application to your own tricky leadership situations. You ll learn how to deal with difficult people, how to have difficult conversations, and how to successfully manage change in the face of departmental resistance. Written by an experienced academic leader, consultant, and writer, this practical guide provides the leadership training academics wish they already had. Successful conflict management is essential not just to departments, but to the entire institution. Senior leaders, faculty, and students all rely on you to smooth the change process and keep the department running smoothly. This book gives you a foundation in the critical skills for managing conflict when leading change and managing problem...



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