



Conflict and Crisis Communication: Principles and Practice

By -

Routledge, 2011. Book Condition: New. Brand New, Unread Copy in Perfect Condition. A+ Customer Service! Summary: 'In a society where we have an ever increasing expectation of instant gratification frustration can in the correct conditions easily transit through anger, on to aggression and into violence. It is perhaps therefore not surprising that those whose work brings us into contact with other human beings can find themselves dealing with aggressive or distressed behaviour somewhere on the crisis continuum. Conflict and Crisis Communication: Principles and Practice examines in detail the management of the extreme end of the crisis continuum including those threatening self harm, barricade situations and hostage taking. This is a rare book not just in the specialist nature of the subject matter but in the fact that it carefully and successfully balances theory and practice. Ireland, Fisher and Vecchi draw on their own practical experience to ensure all theory links solidly to practical application. In addition to examining several models of crisis negotiation the subjects of managing crisis with those suffering from mental illness and cognitive impairment and personality disorder are covered in detail with useful case examples in a range of contexts explored. It is refreshing and realistic to see...



READ ONLINE
[2.11 MB]

Reviews

An exceptional pdf and the typeface utilized was fascinating to read through. It can be written in straightforward words and phrases instead of confusing. I am just quickly could possibly get a delight of looking at a written ebook.

-- Prof. Arlie Bogan

It is in a single of the best book. This is for those who state there had not been a well worth reading through. Once you begin to read the book, it is extremely difficult to leave it before concluding.

-- Dr. Barney Robel Jr.