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An introduction to the theory and practice of conflict management. This text first describes the components and dynamics of interpersonal conflict then the various strategies for negotiation, bargaining and resolution.

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This book discusses how people go about achieving their social goals through human symbolic interaction. The editors' collective presumption is that there are more or less typical

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ways that people attempt to obtain desired outcomes -- be they persuasive, informative, conflictive, or the like -- through communication. Representing a first summary of research done by scholars, primarily in the communication discipline, this volume seeks to identify and understand how it is that people achieve what they want through social interaction. Under the very broad label of strategies, this research has sought to: \* identify critical social goals such as gaining compliance, generating affinity, resolving social conflict, and offering information; \* specify, for each goal, the ways, or strategies, by which people can go about achieving these goals; \* determine predictors of strategy selection -- that is, why does a person opt for one strategy over others to obtain the desired end? The research also reflects the attention the field of communication has given to strategy issues in the past 15 years. The chapters describe research on the ways in which people achieve different goals, and summarize existing research and theory on the attainment of social goals. Readers will gain insight into many of the issues that exist regardless of the strategy being discussed. Thus, this volume may not include chapters on topics such as ways people elicit or offer disclosure, ways people demonstrate anger, or ways people create guilt, but the issues that appear consistently throughout the various chapters should apply equally to these. Finally, the essays in this volume provide not only a summary of what has been accomplished to date, but also an initial theoretic map for future research concerning strategic interpersonal communication.

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your life, such as:

- The computer mouse and the personal computer interface you use at home and work
- The high-definition television in your living room
- The unusual numbers at the bottom of your checks that enable your bank to maintain your account balance correctly
- The speech-recognition system used by your financial services firm when you call for your account balance or to make a transaction.

Each of these innovations—and literally hundreds of others—created new value for customers. And that’s the central message of this book. Innovation is not about inventing clever gadgets or just “creativity.” It is the successful creation and delivery of a new or improved product or service that provides value for your customer and sustained profit for your organization. The first black-and-white television, for example, was just an interesting, cool invention until David Sarnoff created an innovation—a network—that delivered programming to an audience. The genius of this book is that it provides the “how” of innovation. It makes innovation practical by getting two groups who are often disconnected—the managers who make decisions and the people on the front lines who create the innovations—onto the same page. Instead of smart people grousing about the executive suite not recognizing a good idea if they tripped over it and the folks on the top floor wondering whether the people doing the complaining have an understanding of market realities, Carlson and Wilmot’s five disciplines of innovation focus attention where it should be: on the creation of valuable new products and services that meet customer needs. Innovation is not just for the “lone genius in the garage” but for you and everyone in your enterprise. Carlson and Wilmot provide a systematic way to make innovation practical, one intimately tied to the way things get done in your business. Teamwork isn’t enough. Creativity isn’t enough. A new product idea isn’t enough. True innovation is

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about delivering value to customers. Innovation reveals the value-creating processes used by SRI International, the organization behind the computer mouse, robotic surgery, and domain names. Curt Carlson and Bill Wilmot show you how to use these practical, tested processes to create great customer value for your organization.

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