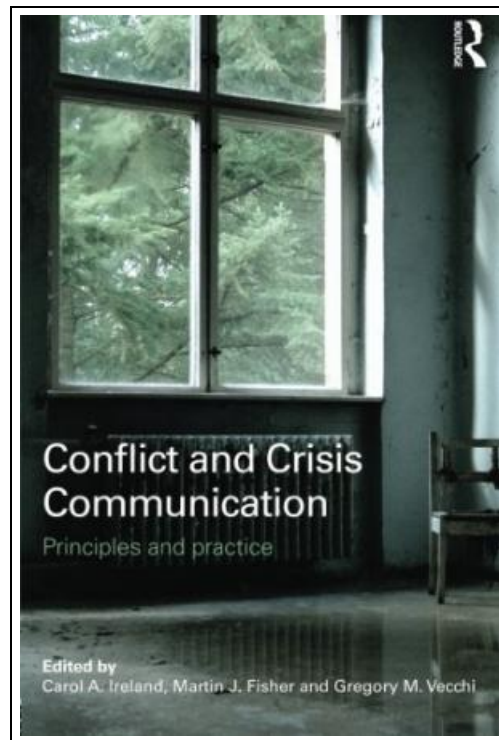


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CONFLICT AND CRISIS COMMUNICATION: PRINCIPLES AND PRACTICE



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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 these chapters containing useful guidance in constructing a framework in which to work collaboratively with the individual in crisis to achieve a peaceful outcome and avoiding using diagnosis to solely structure the negotiation process. A chapter is devoted to the lesser discussed important subject of ethical considerations within a conflict and crisis situation. Once again the text effectively links theory to practice and encourages the reader to consider issues that are likely to arise and potentially evolve and change as incidents progress. Several high profile incidents are discussed in detail and the issue of when a critical incident goes wrong...



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