



Managing Public Disputes: A Practical Guide for Professionals in Government, Business and Citizen's Groups

Susan L. Carpenter, W. J. D. Kennedy

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- Ten proven principles for managing conflict
- A comprehensive framework with step-by-step procedures for creating productive outcomes
- Seven illustrative case examples
- Detailed advice on effective methods for collecting information, conducting interviews, and analyzing a conflict situation
- Suggestions for handling special problems such as reluctant participants, keeping people at the negotiation table, and handling situations where emotions are running high
- Eight tasks targeted for designing an overall strategy for managing public disputes

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