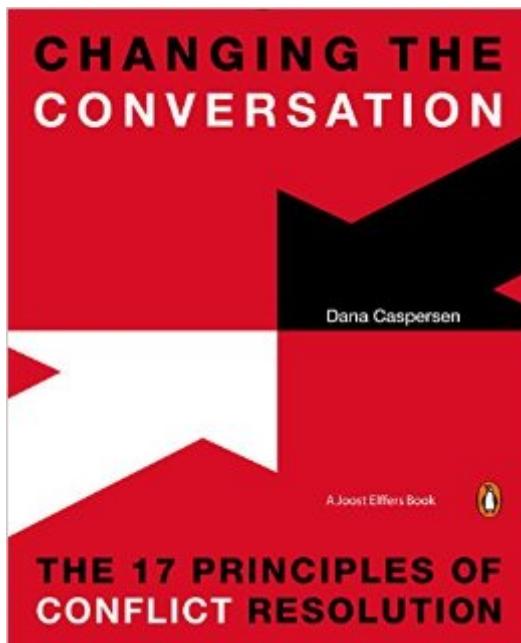


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# Changing The Conversation: The 17 Principles Of Conflict Resolution



## Synopsis

The seventeen key principles for transforming conflict "in a beautiful package from the creator of The 48 Laws of PowerFrom Joost Elffers, the packaging genius behind the huge New York Times bestsellers The 48 Laws of Power, The 33 Strategies of War, and The Art of Seduction, comes this invaluable manual that teaches seventeen fundamentals for turning any conflict into an opportunity for growth. Beautifully packaged in a graphic, two-color format, Changing the Conversation is written by conflict expert Dana Caspersen and is filled with real-life examples, spot-on advice, and easy-to-grasp exercises that demonstrate transformative ways to break out of destructive patterns, to create useful dialogue in difficult situations, and to find long-lasting solutions for conflicts. Sure to claim its place next to Getting to Yes, this guide will be a go-to resource for resolving conflicts.

## Book Information

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Average Customer Review: 3.9 out of 5 starsÂ See all reviewsÂ (20 customer reviews)

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## Customer Reviews

Everyone has conflict in their lives, whether it is with a significant other, children, co-workers, strangers or supervisors. Changing The Conversation explains how we might work through conflicts more effectively by changing the ways we communicate in them. The first instinct is to state one's position, then concentrate on counter-arguments to points put forward by the other person. However if one can listen and understand the focus of the disagreement, odds of a resolution that is satisfactory to each party are increased. The book is organized around seventeen principles of conflict resolution. These seventeen principles are grouped into three main areas. The first, Facilitate Listening And Speaking deals with areas like resisting the urge to attack, defining what is

important to each party in the disagreement, acknowledging emotions, making fact-based observations rather than evaluations and testing the assumptions you've made by listening. The second, Change The Conversation, focuses on areas such as figuring out what's happening rather than focusing on fault, being curious, and stopping if you are making things worse. The third, Look For Ways Forward, talks about assuming undiscovered options exist, being explicit about agreements and planning for future conflict. The text is laid out in concise words, giving examples of how a principle might play out. For example, under the Acknowledge Emotions, one scenario is acknowledging the other party's emotions. The unhelpful way to express this might be: "What are you acting all upset about? What did I do wrong now?" while a better way might be: "You seem frustrated. Is it because you were expecting me to do something differently?"

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