



Conflict and Communication

By Fred E. Jandt

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Conflict and Communication introduces students to important theories, key concepts, and essential research in the study of conflict, along with practical skills for managing conflict in their daily lives. Author Fred E. Jandt illustrates how effective communication can be used to manage conflict in relationships and within organizational and group contexts. Along with foundational coverage of conflict styles, mediation, and negotiation skills, the text also features new and emerging models of conflict management, including chapters examining the challenges of conflict between cultures, a chapter on family and organizations, information on both face-to-face and online bullying, a detailed step-by-step guide for mediation, and more emphasis on online dispute resolution.

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Editorial Review

About the Author

Fred E. Jandt was born of second-generation German immigrants in the multicultural south-central region of Texas. After graduating from Texas Lutheran University and Stephen F. Austin State University, he received his doctorate in communication from Bowling Green State University. He has taught and been a student of intercultural communication for more than 40 years, developing his experience through travel and international training and research projects. While Professor of Communication at The College at Brockport, State University of New York, his reputation as a teacher led to his appointment as SUNY's first director of faculty development. He has retired as Dean of the Palm Desert Campus and Professor of Communication at California State University, San Bernardino, where he was named Outstanding Professor. He has also been a visiting professor at Victoria University of Wellington in New Zealand. He has extensive experience in the areas of intercultural and international communication, negotiation mediation, and conflict management. He was one of the first scholars to introduce the study of conflict to the communication discipline with his text *Conflict Resolution Through Communication* (Harper & Row, 1973). He has subsequently published many other titles in this area, including the successful trade books *Win-Win Negotiating: Turning Conflict Into Agreement* (Wiley, 1985), which has been translated into eight languages, and a casebook on international conflict management, *Constructive Conflict Management: Asia-Pacific Cases* (SAGE, 1996) with Paul B. Pedersen. For several years, he conducted the training workshop "Managing Conflict Productively" for major corporations and government agencies throughout the United States. Jandt continues to train volunteers who are learning to become mediators in the California justice system.

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