



Conflict and Crisis Communication: Principles and Practice

By -

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...



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Reviews

This written publication is wonderful. It really is loaded with knowledge and wisdom You will not really feel monotony at at any time of your time (that's what catalogues are for relating to if you ask me).

-- Desmond Becker

Absolutely essential go through publication. I am quite late in start reading this one, but better then never. You will not feel monotony at at any time of the time (that's what catalogues are for regarding if you ask me).

-- Ambrose Thompson II