

CONTENTS

Preface	viii
Acknowledgments	xii
Chapter 1. Definitions and Approaches to Conflict and Communication <i>Linda L. Putnam</i>	1
Chapter 2. Quantitative Methods for Conflict Communication Research <i>Edward L. Fink and Deborah A. Cai, with Qi Wang</i>	41
Chapter 3. Qualitative Research on Communication and Conflict <i>Min Jiang and Patrice M. Buzzanell</i>	67
SECTION 1. INTERPERSONAL CONFLICT	99
Introduction to Interpersonal Conflict <i>Stella Ting-Toomey and John G. Oetzel</i>	99
Chapter 4. Emotion and Communication in Conflict Interaction <i>Laura K. Guerrero</i>	105
Chapter 5. Social Cognition and Conflict <i>Michael E. Roloff and Courtney N. Wright</i>	133
Chapter 6. Conflict in Dating and Marital Relationships <i>John P. Caughlin, Anita L. Vangelisti, and Sylvia L. Mikucki-Enyart</i>	161
Chapter 7. Intimate Partner Violence <i>Brian H. Spitzberg</i>	187
Chapter 8. Family Conflict Communication <i>Ascan Koerner</i>	211
Chapter 9. It Happens in Real Life: The Complexities of Conflict and Mental Health Within Families <i>Keri Bolton Oetzel</i>	237

Chapter 10. Managing Conflict in a Competent Manner: A Mindful Look at Events That Matter	263
<i>Daniel J. Canary, Sandra G. Lakey, and Alan L. Sillars</i>	

SECTION 2. ORGANIZATIONAL CONFLICT	291
---	------------

Introduction to Organizational Conflict	291
<i>John G. Oetzel and Stella Ting-Toomey</i>	
Chapter 11. Negotiation	295
<i>Brosh M. Teucher, Jeanne M. Brett, and Brian C. Gunia</i>	
Chapter 12. Perspectives on Workgroup Conflict and Communication	321
<i>Johny T. Garner and Marshall Scott Poole</i>	
Chapter 13. Conflict Motivations and Tactics of Targets, Bystanders, and Bullies: A Thrice-Told Tale of Workplace Bullying	349
<i>Pamela Lutgen-Sandvik and Courtney Vail Fletcher</i>	
Chapter 14. Work–Life Conflict	377
<i>Erika L. Kirby, Stacey M. B. Wieland, and M. Chad McBride</i>	
Chapter 15. Building Constructive Conflict Communities Through Conflict Resolution Education	403
<i>Tricia S. Jones</i>	
Chapter 16. Conflict Management in Health Care Settings	429
<i>Jessica Katz Jameson and Kelly Fudge Albada</i>	
Chapter 17. Systems Within Systems: Law, Management, and Participation-Based Conflict Management Systems Within Organizations	457
<i>Kirstie McAllum and Mary Simpson</i>	

SECTION 3. COMMUNITY CONFLICT	483
--------------------------------------	------------

Introduction to Community Conflict	483
<i>John G. Oetzel and Stella Ting-Toomey</i>	
Chapter 18. Community Conflict, Ethics, and Civic Engagement	487
<i>George Cheney, Gary Beck, and Rebecca J. Cline</i>	
Chapter 19. Environmental Conflict Communication	513
<i>Tarla Rai Peterson and Andrea Marie Feldpausch-Parker</i>	
Chapter 20. Trust in Community–Academic Research Partnerships: Increasing the Consciousness of Conflict and Trust Development	537
<i>Julie E. Lucero and Nina B. Wallerstein</i>	

Chapter 21. Religion and Conflict: An Emerging Field of Inquiry <i>Stephen M. Croucher</i>	563
Chapter 22. Moral Conflict and Transcendent Communication <i>Stephen W. Littlejohn and Kristen L. Cole</i>	585
Chapter 23. Communities, Conflict, and the Design of Dialogic Conversations <i>J. Kevin Barge and Dorothy C. Andreas</i>	609

SECTION 4. INTERCULTURAL/INTERNATIONAL CONFLICT	635
--	------------

Introduction to Intercultural/International Conflict <i>Stella Ting-Toomey and John G. Oetzel</i>	635
Chapter 24. The Identity Factor in Intercultural Conflict <i>Young Yun Kim</i>	639
Chapter 25. Interracial and Interethnic Conflict and Communication in the United States <i>Mark P. Orbe, Melodi A. Everett, and Angela L. Putman</i>	661
Chapter 26. Intercultural and Intergroup Conflict Resolution: Nonviolence and Middle Way Approaches <i>Tenzin Dorjee</i>	687
Chapter 27. Conflict in the Global Workplace <i>Cynthia Stohl, Robert M. McCann, and Hassan Abu Bakar</i>	713
Chapter 28. Building Cultures of Peace: The Role of Intergroup Dialogue <i>Benjamin J. Broome</i>	737
Chapter 29. Culture-Based Situational Conflict Model: An Update and Expansion <i>Stella Ting-Toomey and John G. Oetzel</i>	763
Chapter 30. Transforming Intercultural Conflict Through the Context of Relationship <i>Beth Fisher-Yoshida</i>	791
Chapter 31. Conflict Communication in Contexts: Organizing Themes and Future Directions <i>John G. Oetzel, Stella Ting-Toomey, and Willow J. Anderson</i>	815

Author Index	830
Subject Index	857
About the Editors	887
About the Contributors	888