



30 Minuten Konfliktlösungen (German Edition)

Christel Frey

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Stehen Sie oft hilflos vor Konfliktsituationen? Fehlt Ihnen das nötige Handwerkszeug, um eine für alle Beteiligten annehmbare Lösung zu herbeizuführen?

Bei den meisten Menschen steckt die Konfliktlösekompetenz noch in den Kinderschuhen. Dabei lassen sich viele Konflikte ganz einfach bewältigen, wenn man einige zentrale Punkte beachtet.

Dieses Buch * zeigt ein 3-Schritte-Modell auf, mit dem sich jeder Konflikt lösen lässt

* macht die Bedeutung der Sprache in Konfliktsituationen deutlich und liefert konkrete Anleitungen für eine differenzierte Wortwahl

* gibt dem Leser zahlreiche Strategien an die Hand, um Konflikte gar nicht erst entstehen zu lassen.

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