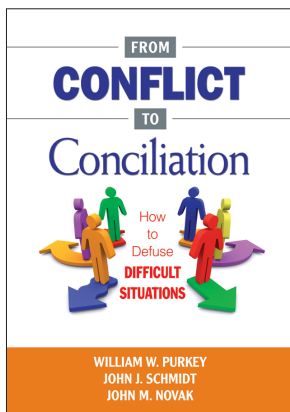


From Conflict to Conciliation: How to Defuse Difficult Situations

Authors: William W. Purkey, John J. Schmidt, John M. Novak



Date Available: 27 July 2010
ISBN: 978 1 74239 508 1
Code: CO5081
RRP: \$40.95
Format: 180x255, 178 pages
Age Range: Years P–12
Category: Classroom management
Subject: Discipline

Summary:

Conflict is inevitable, but educators can work together effectively if they understand how to defuse difficult situations before they escalate. This resource describes the Six-C process, a conflict resolution method that allows educators to take progressively more assertive steps as necessary to resolve disagreements. This research-based approach helps readers handle challenging situations using the least amount of time and energy. Each step from concern to conciliation is illustrated with examples and scenarios. Focused on preserving relationships while resolving disagreements, *From Conflict to Conciliation* can be used in any situation or setting, from the classroom to the community.

Supporting Resources:

- Differentiated School Leadership (CO2646)
- How to Handle Hard-to-Handle Parents (CO3339)
- The Challenge of Change: Start School Improvement Now! Second Edition (CO2639)
- Becoming an Emotionally Intelligent Teacher (CO5654)
- Inviting Positive Classroom Discipline (HB3488)



PO Box 580
Moorabin VIC 3189
Tel: +61 3 8558 2444
Fax: +61 3 8558 2400
Web: www.hbe.com.au
Email: orders@hbe.com.au