

Contents

Acknowledgments	ix
Introduction	xi

Section One: **The Emotional-Rational-Intuitive (E-R-I) Method**

Chapter 1: Managing Conflict with the E-R-I Model	3
Chapter 2: Dealing with the Emotions	11
Chapter 3: Using Your Reason	22
Chapter 4: Working with Your Intuition	32

Section Two: **Handling the Emotions**

Chapter 5: Recognizing the Reasons for a Conflict	41
Chapter 6: Dealing with Your Own Angers and Fears	61
Chapter 7: Avoiding the Responsibility Trap	76

**Section Three:
Applying Your Reason**

Chapter 8: Overcoming Conflicts Through Better Communication	95
Chapter 9: Understanding the Different Conflict Styles	114
Chapter 10: Choosing the Best Conflict Style	131
Chapter 11: Negotiating Win-Win Solutions	146
Chapter 12: Learning to Deal with Difficult People	163

**Section Four:
Using Your Intuition to Discover New Possibilities**

Chapter 13: Coming Up with Alternatives and Solutions	187
Chapter 14: Turning Your Conflicts into Creative Opportunities	204
Index	217
About the Author	225