## Conflict Management and Intercultural Communication

The Art of Intercultural Harmony

Edited by
Xiaodong Dai and
Guo-Ming Chen



# CONFLICT MANAGEMENT AND INTERCULTURAL COMMUNICATION

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### CONFLICT MANAGEMENT AND INTERCULTURAL COMMUNICATION

In the globally interconnected world, conflicts often arise as a result of tensions between different cultural perceptions and diverse social preferences. Effectively managing conflicts and harmonizing intercultural relationships are essential tasks of intercultural communication research.

This book seeks to find effective intercultural conflict management solutions by bringing together a group of leading international scholars from different disciplines to tackle the problem. Consisting of two parts, this book covers major theoretical perspectives of conflict management and harmony development in the first and conflict management and harmony development in different cultural contexts in the second. Integrating the latest work on conflict management and intercultural harmony, *Conflict Management and Intercultural Communication* takes an interdisciplinary approach, adopts diverse perspectives and provides for a wide range of discussions. It will serve as a useful resource for teachers, researchers, students and professionals alike.

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#### **PREFACE**

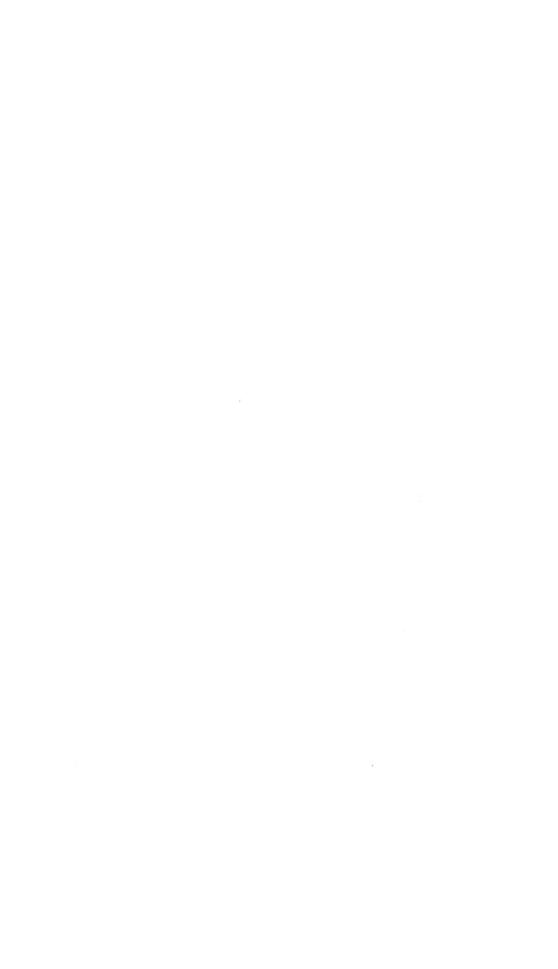
As one of the oldest concepts regarding human behaviors, conflict management has been studied by scholars in different academic disciplines for many years. The concept has remained significant in the contexts of both human interaction and scholarly research as human society has progressed into the 21st century. The new century, which has thus far been characterized by a process of globalization that has been accelerated by the rapid development of new technology, demands a global connectivity that thrives on intensive competition and cooperation between people from different cultures. It has therefore never been more necessary to situate the study of conflict management in a global context.

In response to this dire need to place the study of conflict management in a global context, the fourth biennial International Conference of Intercultural Communication, which was sponsored by Shanghai Normal University and which took place from December 28 to December 29, 2014, focused on the theme of conflict management and intercultural harmony. After the conference, 17 papers from a pool of more than 150 presentations were selected to be included in this book. The authors of these papers are from different cultures and academic disciplines, and their papers deal with different aspects of conflict management, examining the concept from various research perspectives and within diverse cultural contexts. The diversity and richness of these papers reflect the need to study conflict management as a global phenomenon.

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Xiaodong Dai Guo-Ming Chen



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