



Mediation und Konfliktmanagement in der Sozialen Arbeit (Grundwissen Soziale Arbeit) (German Edition)

Ansgar Marx

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In allen klassischen Arbeitsfeldern der Sozialarbeit treten Konflikte auf. Ein Sozialarbeiter muss sich ihnen stellen. Denn häufig übernimmt er wegen seiner Position eine Vermittlerrolle, etwa zwischen seinem Klienten und einer Institution oder beim Interessensausgleich in familiären Auseinandersetzungen. Dabei ist es immer sinnvoll, Methoden konstruktiver Gesprächsführung und Konfliktbearbeitung handhaben zu können.

Das Buch liefert zunächst Grundlagenwissen zur Entstehung und zur Dynamik von Konflikten in sozialen Arbeitsfeldern. Es stellt anschließend die wichtigsten Kommunikationsmethoden und Konfliktbearbeitungsinstrumente vor, wobei der Schwerpunkt auf der Mediation liegt, die im Methodenkoffer Sozialer Arbeit derzeit zu den modernsten und anerkanntesten Verfahren zählt.

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