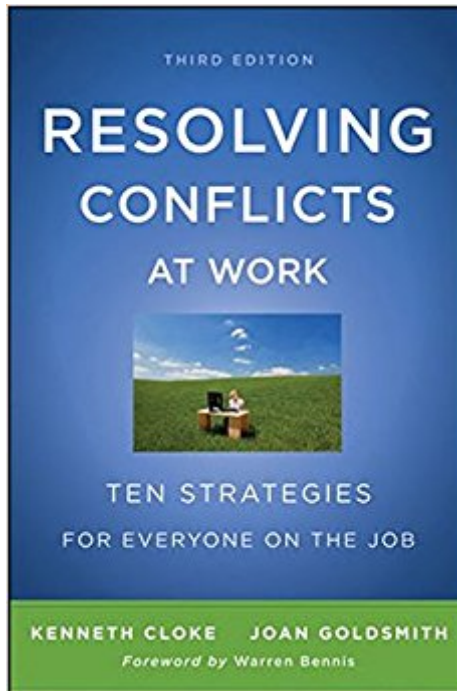




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# Resolving Conflicts At Work: Ten Strategies For Everyone On The Job



## Synopsis

The classic text on resolving workplace conflicts, fully revised and updated *Resolving Conflicts at Work* is a guide for preventing and resolving conflicts, miscommunications, and misunderstandings at work, including dozens of techniques for revealing how the inevitable disputes and divisions in the workplace are actually opportunities for greater creativity, productivity, enhanced morale, and personal growth. In the third edition of this text, all chapters are completely infused with additional content, updated examples, and new case studies. Like its predecessors, it identifies core strategies for preventing and resolving both intermittent and chronic conflicts in the workplace. In addition, the book includes a new foreword by Warren Bennis, which represents his most recent thinking about judgment calls and candid communications in the workplace. Presents new chapters on leadership and transformational conflict coaching, and organizational systems design. This definitive and comprehensive work provides a handy guide for managers, employees, union representatives, human resource experts, and consultants seeking to maintain stable and productive workplaces.

## Book Information

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## Customer Reviews

Ordered this book for a Conflict Management class as part of my curriculum for graduate class in HR. Most text books purchased I don't have much to say about, although for this book I make an exception. The writing is dense, but fascinating and well written. I do have to clear away the distractions to really dig into this text, however it has been powerful in really understanding some of the psychology behind conflict, and offers excellent examples of strategies in which to overcome

conflict, address it and prevent it. This will be one text I take with me to the office and refer to again and again until I have mastered the strategies.

This book is very helpful in personal life and in the workplace. It helped me to understand better why conflicts occur. I recommend this book.

Text Book in great condition

Clear, insightful, useful

Common sense tools for complex situations. Accessible language for all audiences.

Book came exactly as pictured and described. Looks to be in perfect new condition.

I liked this one--good text book.

This book is filled with rock-solid ideas and strategies for managing conflict.

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