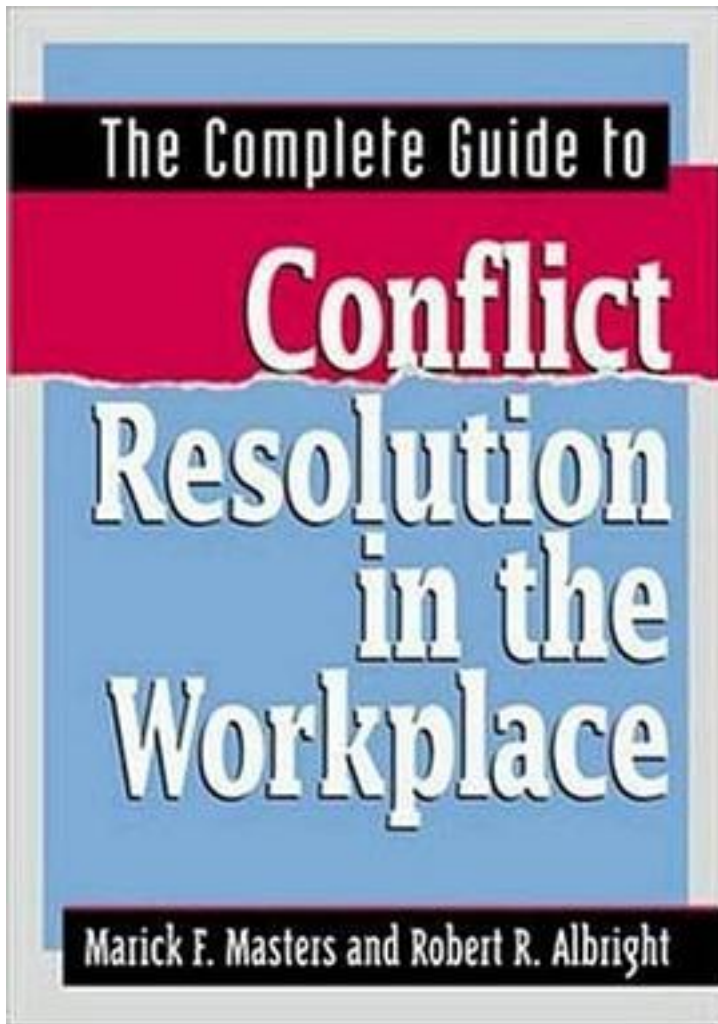


# The Complete Guide to Conflict Resolution in the Workplace



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In most areas of their lives, people thrive on conflict, yet in the workplace they try to steer clear. Conflict, though, is a healthy way to challenge the existing order and essential to change in the workplace. The real problem is not the conflict itself, but managing the conflict. This manual explains how to design a complete conflict resolution system and develop the skills to implement it. Filled with exercises, case studies and checklists the book also supplies an overview of workplace conflict; the tools for measuring it; and the techniques for resolving conflict. It covers such conflicts as: negotiation; labour-management partnerships; third-party disputes; mediation; and arbitration.

作者介绍:

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