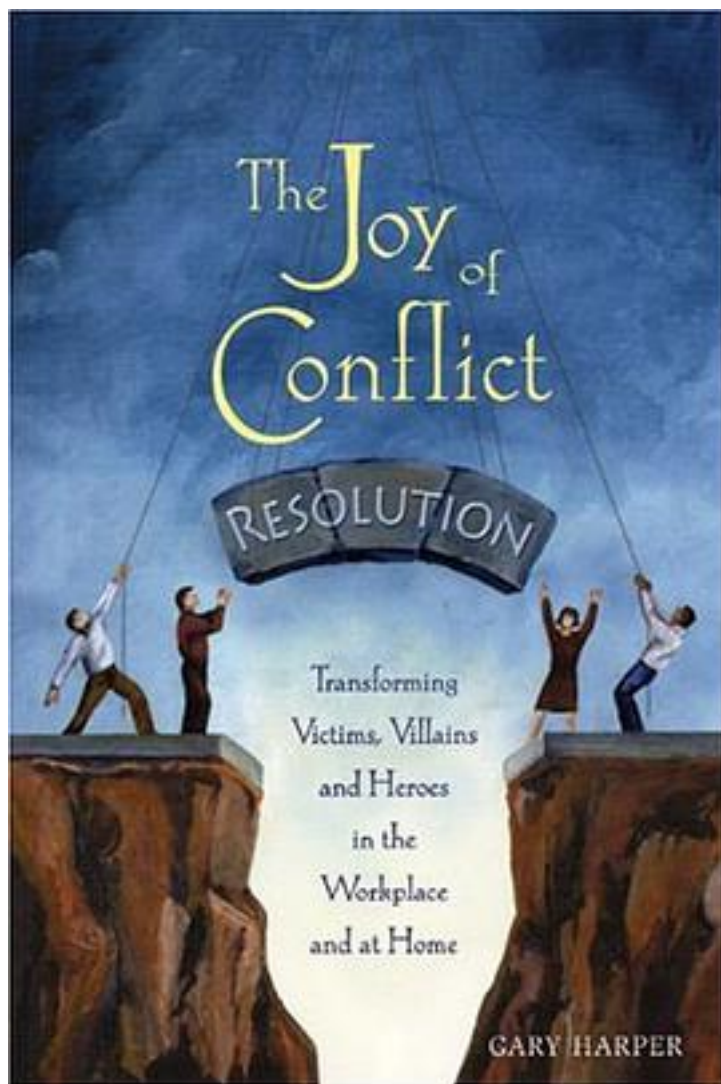


The Joy of Conflict Resolution



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The rapid rate of change in the workplace and among families often leads to conflict and confrontation which can undermine productivity and poison relationships. This book helps readers to understand conflict and why it arises through the lens of the 'drama triangle' of victims, villains and heroes. In an accessible, engaging and light-hearted style that uses stories and humour to explore potentially emotionally charged situations, it provides proven and practical skills to move beyond confrontation to resolve conflicts collaboratively.

作者介绍:

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