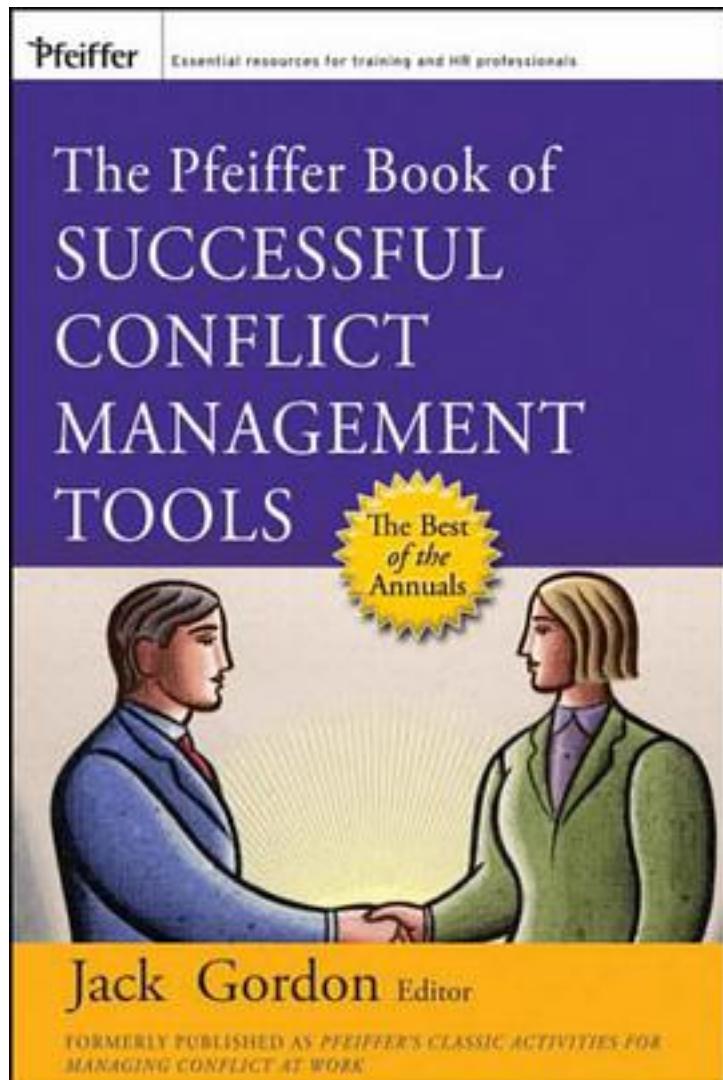


# 成功地控制冲突 The Pfeiffer Book of Successful Conflict Management Tools



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The Pfeiffer Book of Successful Managing Conflict Tools is organized into three sections: Presentations and Discussions (articles); Experiential Learning Activities; and Inventories, Questionnaires, and Surveys. These selections represent the all-time best the Pfeiffer Annuals and Handbooks have to offer on the topic. The Pfeiffer Book of Successful Managing Conflict Tools Provides articles that offer timeless advice for dealing and classifying organizational conflict Contains complete, ready-made training exercises designed to meet a variety of needs for different audiences Offers inventories that include questionnaires and instruments that help participants recognize the destructive effects of hidden agendas and how to deal with them and surveys that encourage honest talk about controversial issues in the organization

作者介绍:

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