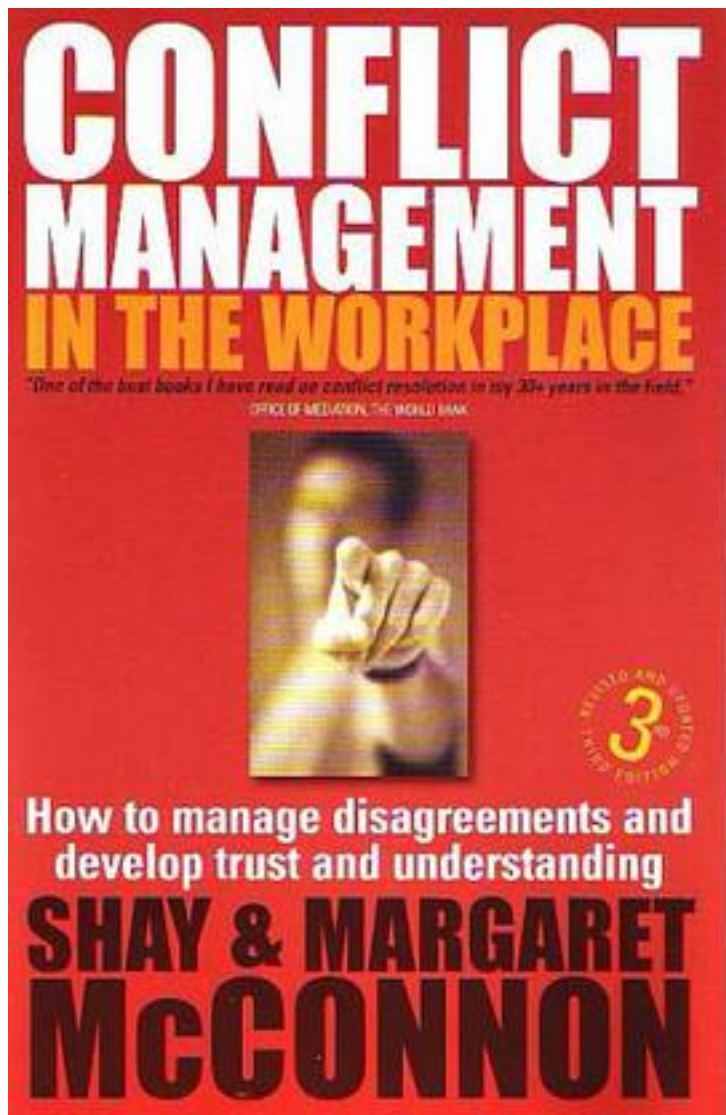


Conflict Management in the Workplace, 3rd edition - How to manage disagreements and develop trust and understanding



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出版者:How To Books Ltd

出版时间:2008-08-15

装帧:Paperback

isbn:9781845282479

REVIEWS: "One of the best books I have read on conflict resolution in my 30+ years in the field." Office of Mediation, The World Bank "...contains great ideas, simply explained." Dr Pam Spurr, Psychologist and Life Coach, LBC Radio "Offers many tried and trusted approaches to ensure that conflicts are managed so that they are positive and creative rather than a process of disintegration." Sir John Harvey-Jones" AUTHOR BLOG: Shay and Margaret McConnon are co-founders of People First, an international training and consultancy group that runs courses on 'Winning Relationships in the Workplace'. They work with leading companies in Europe and the USA.

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