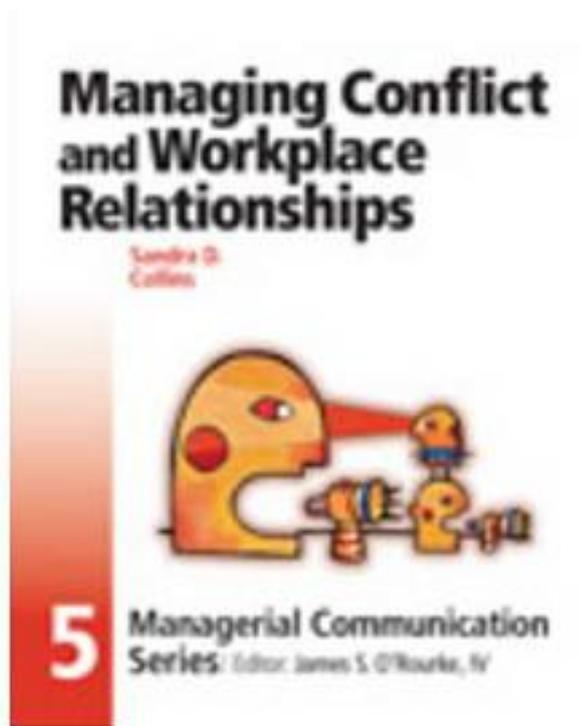


# Managing Conflict and Workplace Relationships



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Creative conflict, along with harmony and synchronicity in the workplace, are issues too many of us have avoided because we simply didn't understand them or didn't know what to say. MANAGING CONFLICT AND WORKPLACE RELATIONSHIPS, Second Edition, uses an approach that involves far more than dispute resolution or figuring out how limited resources can be distributed equitably among people who think they all deserve more. This module shows you how to manage your own emotions, as well as those of others. MANAGING CONFLICT AND WORKPLACE RELATIONSHIPS, Second

Edition, helps you understand conflict and clearly illustrates how to deal with it. Learn what social scientists and business executives now know about conflict, personality style, organizational structure, and human interaction. Examine the most successful strategies for keeping your edge and keeping your friends. Practical forms, instruments, and applications are also included.

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