



Conflict Resolution

By Daniel Dana

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Successful management depends on the ability to quickly and effectively manage conflicts. Conflict Resolution includes hands-on information for effectively communicating with employees, disciplining and even terminating employees, understanding and using organizational politics, and more.

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Editorial Review

From the Back Cover

Tips and Tools for Managers to Recognize, Prevent, and Resolve Conflicts?in Today's Higher-Stress Workplace

Workplaces are changing. As interpersonal rules of conduct become looser and time deadlines become tighter, conflict resolution is gaining importance as a strategic management issue. Conflict Resolution is the first book to provide specific mediation skills and managerial tools for successfully preventing, managing, and resolving workplace conflicts. Before minor skirmishes become full-blown wars, refer to this hands-on, solution-oriented book to learn:

- * The 4 primary tasks of preventive mediation?with two important tools to help you perform those tasks
- * Practical tools for mediating conflicts between others?as well as resolving conflicts between yourself and another
- * Proactive techniques to frame conflicts as both-gain opportunities?instead of win-lose or lose-lose contests

Organizations that recognize today the necessity of strategically managing internal conflict will be one step ahead in tomorrow's increasingly competitive business environment. Let Conflict Resolution provide you with the latest information and procedures you need for mediating or even preventing conflicts?and fostering teamwork?in the workplace.

Briefcase Books, written specifically for today's busy manager, feature eye-catching icons, checklists, and sidebars to guide managers step-by-step through everyday workplace situations. Look for these innovative design features to help you navigate through each page:

- * Clear, concise definitions of conflict management terms and jargon
- * Tips for being smart when managing and resolving conflicts
- * How-to hints to make conflict management go a little easier
- * Practical advice to avoid mistakes when dealing with conflict
- * Warning signs for where things could go wrong
- * Case studies and examples of how others have managed conflict
- * Specific procedures for resolving different kinds of conflicts

About the Author

Daniel Dana Ph.D. (Overland Park, KS), is the founder of Mediation Training Institute International and an invited lecturer at universities and institutions worldwide. He is the author of Managing Differences.

Users Review

From reader reviews:

Carol Frazier:

Often the book Conflict Resolution will bring one to the new experience of reading a book. The author style to explain the idea is very unique. In the event you try to find new book to read, this book very suited to you. The book Conflict Resolution is much recommended to you to learn. You can also get the e-book in the official web site, so you can quicker to read the book.

Connie Griffin:

This Conflict Resolution is brand new way for you who has intense curiosity to look for some information given it relief your hunger info. Getting deeper you in it getting knowledge more you know otherwise you who still having small amount of digest in reading this Conflict Resolution can be the light food for yourself because the information inside this specific book is easy to get by means of anyone. These books create itself in the form and that is reachable by anyone, sure I mean in the e-book type. People who think that in e-book form make them feel drowsy even dizzy this reserve is the answer. So there isn't any in reading a e-book especially this one. You can find what you are looking for. It should be here for a person. So , don't miss it! Just read this e-book kind for your better life and also knowledge.

Ruby Carter:

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Nicholas Thiede:

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