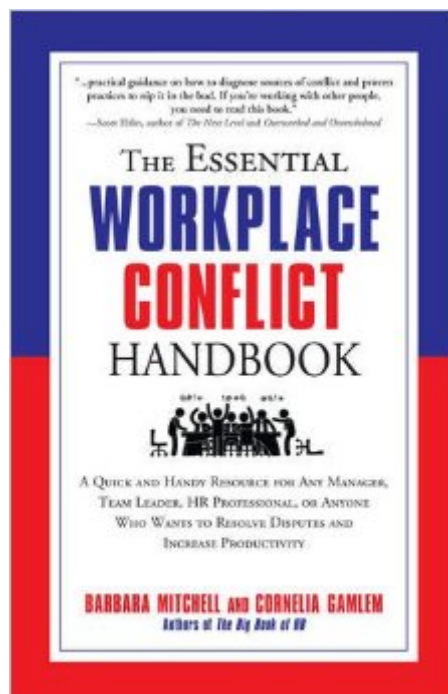


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# The Essential Workplace Conflict Handbook: A Quick And Handy Resource For Any Manager, Team Leader, HR Professional, Or Anyone Who Wants To Resolve Disputes And Increase Productivity



## Synopsis

Today's workplaces are dynamic, so it shouldn't surprise anyone that tension can develop quickly and ruinously. The *Essential Workplace Conflict Handbook* is the ideal resource for anyone ready to confront conflict at work rather than run from it. Managed correctly, conflict can be a positive source for innovation and creativity. Using examples drawn from a wide range of corporate and entrepreneurial experiences, along with checklists and other practical tools, *The Essential Workplace Conflict Handbook* will help employees, managers at all levels, and business owners answer the following important questions: What's changing in the workplace and the workforce today? Are the right issues being addressed? How can we create more options to solve conflicts? What's my conflict style, and why is it important? How should I set and manage expectations? What happens when disruptive behavior gets out of control? Positive interactions are critical to successful workplaces. This vital new title gives you the confidence you need to communicate effectively, as well as a clear understanding of your individual responsibility, no matter your title or role. It also gives the organization a plan for what it can do to foster a tension-free workplace.

## Book Information

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## Customer Reviews

This book is a "keeper" for my work bookshelf. It is easy for anyone to pick it up and find a lifeline when you need it. So many managers and HR leaders are simply uncomfortable and unskilled handling conflict situations – all to the detriment of business results. As a busy professional, when a crisis looms I do not have time to read a book cover to cover. This book contains critical insights, examples and essential tips that help people understand factors that can

help prevent and resolve conflict situations. I recommend that anyone having to work with people reads this book and then add it to their work bookshelf.

"The Essential Workplace Conflict Handbook" is greatly needed in the American workplace. With cultural diversity, changes in demographics and rapidly changing technology, I'm not sure how we've come this far without this masterpiece. The authors have clearly defined all aspects of conflict and the resolution thereof. A must-have for every office and workplace. It truly is ESSENTIAL!

Barbara Mitchell and Cornelia Gamlem have done it again! In their latest book, The Essential Workplace Conflict Handbook, they explore the many facets of workplace conflict using practical examples. They provide terrific advice on exploiting as well as resolving it. Buy it, read it, rely on it and you will never regret it!

The Essential Workplace Conflict Handbook is a comprehensive and practical guide to navigating conflict in the workplace. Conflict has so many layers and the authors do a wonderful job addressing the complexities and guiding the reader toward solutions. The chapter- Whose Fight Is It Anyway? provides particularly useful tools for any manager. This is a great book to have on your book shelf and reference as conflict emerges.

Their first book The Big Book of HR was an excellent book so when I heard they were writing a second book I got very excited. The Essential Workplace Conflict Handbook is a must read. It is an excellent resource for managers and HR professionals. I can't wait to see what they write next.

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DIY Projects: Save Time & Money Maintaining Your Home With Simple DIY Household Hacks, Home Remedies: Increase Productivity & Save Time with Frugal Living ... And Organizing, Increase Productivity)  
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Negotiating Globally: How to Negotiate Deals, Resolve Disputes, and Make Decisions Across Cultural Boundaries (Jossey-Bass Business

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