



## 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

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##### Colleen Thompson:

Nowadays reading books be than want or need but also become a life style. This reading practice give you lot of advantages. Associate programs you got of course the knowledge your information inside the book that will improve your knowledge and information. The info you get based on what kind of guide you read, if you want get more knowledge just go with education books but if you want sense happy read one along with theme for entertaining including comic or novel. Often the Conflict Resolution is kind of reserve which is giving the reader unforeseen experience.

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**Kathleen Sinclair:**

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