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A practical workplace guide to handling conflict effectively Managing employees and encouraging them to work together toward a common goal is an essential skill that all leaders should possess. Conflict Resolution at Work For Dummies provides the tools and advice you need to restore peace, train your colleagues to get along better with others, prevent conflicts from ever starting, and maintain better productivity while boosting morale. One of the only trade publications that takes the manager's perspective on how to address conflicts, resolve disputes, and restore peace and productivity to the workplace Examines more positive means for resolving conflicts (other than arguing, surrendering, running away, filing a lawsuit, etc.) Helps managers and employees sort through problems and make the workplace a more rewarding place No manager should be without Conflict Resolution at Work For Dummies! 'The SAGE Handbook of Conflict Resolution demonstrates the range of themes that constitute modern conflict resolution. It brings out its key issues, methods and dilemmas through original contributions by leading scholars in a dynamic and expanding field of inquiry. This handbook is exactly what it sets out to be: an indispensable tool for teaching, research and practice in conflict resolution' - Peter Wallensteen, Professor of Peace and Conflict Research, Uppsala University and University of Notre Dame 'Bercovitch, Kremenyuk and Zartman are among the most important figures in the conflict resolution field. They have pieced together, with the help of more than 35 colleagues from numerous countries, a state-of-the-art review of the sources of international conflict, available methods of conflict management, and the most difficult challenges facing the individuals and organizations trying to guide us through these conflict-ridden times. The collection is brimming with penetrating insights, trenchant analyses, compelling cases, and disciplined speculation. They help us understand both the promise of as well as the obstacles to theory-building in the new field of conflict resolution' - Lawrence Susskind, Professor and Director of the MIT - Harvard Public Disputes Program 'The last three sentences of this persuasive book: "We conclude this volume more than ever convinced that conflict resolution is not just possible or desirable in the current international environment. It is absolutely necessary. Resolving conflicts and making peace is no longer an option; it is an intellectual and practical skill that we must all possess." If you are part of that "we," intellectually or professionally, you will find this book a superb companion' - Thomas C Schelling, Professor Emeritus, Harvard University and University of Maryland Conflict resolution is one of the fastest-growing academic fields in the world today. Although it is a relatively young discipline, having emerged as a specialized field in the 1950's, it has rapidly grown into a self-contained, vibrant, interdisciplinary field. The SAGE Handbook of Conflict Resolution brings together all the conceptual, methodological and substantive elements of conflict resolution into one volume of over 35 specially commissioned chapters. The Handbook is designed to reflect where the field is today by drawing on the contributions of experts from different fields presenting, in a systematic way, the most recent research and practice. Jacob Bercovitch is Professor of International Relations, and Fellow of the Royal Society, at the University of Canterbury in Christchurch, New Zealand. Victor Kremenyuk is deputy director of the Institute for USA and

Canada Studies, Russian Academy of Sciences, Moscow. He is also a research associate at IIASA. I. William Zartman is Jacob Blaustein Professor of Conflict Resolution and International Organization at the Nitze School of Advanced International Studies of Johns Hopkins University. The relationship teacher, coach, and founder of The Relationship School reveals the origins of conflict styles, how to stop avoiding difficult conversations, and how to resolve conflict in our most important relationships. Conflicts in our closest relationships are scary because so much is at stake. If the conflict doesn't go well, we could lose our marriage, our family or our job, all connected to our security and survival. So we do just about anything not to lose those relationships, including avoid conflict, betraying ourselves or becoming dishonest. Unresolved conflict affects every single aspect of our lives, from self-confidence to physical and mental health. Jayson Gaddis is a personal trainer for relationships and one of the world's leading authorities on interpersonal conflict. For almost two decades, Gaddis has helped individuals, couples, and teams get to the bottom of their deepest conflicts. He helps people see the wisdom in conflict and how to get to zero—which means we have successfully worked through our conflict and have nothing in the way of a good connection. In *Getting to Zero*, Gaddis shows the reader how to stop running away from uncomfortable conversations and instead learn how to work through them. Through funny personal stories, uncomfortable examples, and effective tools and skills, he shows the reader how to move from disconnection to connection, acceptance, and understanding. This method upgrades the old tired and static conflict resolution approaches and offers a fresh, street-level, user-friendly road map on exactly how to work through conflict with the people you care most about. In the workplace, clear concise communication is always a necessary factor to embrace. We as individuals need to remain responsible enough to actively resolve our internal conflicts and be able to articulate our basic needs in a respectful manner to others. This text is a useful tool in finding your way in conflict management. The Contemporary Legal Issues series addresses a wide variety of current, controversial legal topics. Each book gives readers a practical understanding of a particular topic, as well as sources for further information. Each title includes: -- An overview of the topic -- Approximately 200 comprehensive entries on concepts, court decisions, people, and organizations -- Bibliography, table of cases, and index Problems that "just won't go away" can be settled through methods developed by one of America's leading experts in conflict resolution. In clear language, Weeks shows readers how to turn conflict into lasting partnerships and ensure a fruitful outcome. *7 Principles of Conflict Resolution* is the go-to resource for conflict and dispute resolution, whether you're new to the subject or an experienced practitioner. This book sets out 7 principles to create and maintain successful, workable relationships through effective conflict resolution. It provides you with the tools to resolve or mediate difficult conversations and conflict situations whatever the situation or context and help other people do the same to transform professional and personal relationships permanently. Crucially, it allows you to achieve results without the need to go to court or litigation even when conflict has escalated or is entrenched. The 7 principles to effective conflict resolution will enable you to understand, discuss and resolve problematic situations whether as an individual or organisation: 1. Acknowledge the Conflict 2. Take Control: building resolution focussed conversations 3. Construct a Resolution with the Conflict Resolution Framework 4. Enable others' Success 5. Build the Resolution Culture 6. Walk the Walk 7. Engage the safety net: When informal resolution doesn't work *7 Principles of Conflict Resolution* will guide you through the process from beginning to end, with a framework for conversations and tools, techniques and strategies that work. There are also templates, exercises and worksheets that you can use to support conversations. The full text downloaded to your computer With eBooks you can: search for key concepts, words and phrases make highlights and notes as you study share your notes with friends eBooks are downloaded to your computer and accessible either offline through the Bookshelf (available as a free download), available online and also via the iPad and Android apps. Upon purchase, you'll gain instant access to this eBook. Time limit The eBooks products do not have an expiry date. You will continue to access your digital ebook products whilst you have your Bookshelf installed. Grade level: 6, 7, 8, e, i, s, t. *Conflict Management and Resolution* provides students with an overview of the main theories of conflict management and conflict resolution, and

will equip them to respond to the complex phenomena of international conflict. The book covers these four key concepts in detail: negotiation mediation facilitation reconciliation. It examines how to prevent, manage and eventually resolve various types of conflict that originate from inter-state and inter-group competition, and expands the existing scope of conflict management and resolution theories by examining emerging theories on the identity, power and structural dimensions of adversarial relationships. The volume is designed to enhance our understanding of effective response strategies to conflict in multiple social settings as well as violent struggles, and utilizes numerous case studies, both past and current. These include the Iranian and North Korean nuclear weapons programmes, the war in Lebanon, the Arab-Israeli conflict, civil wars in Africa, and ethnic conflicts in Europe and Asia. This book will be essential reading for all students of conflict management and resolution, mediation, peacekeeping, peace and conflict studies and International Relations in general. Ho-Won Jeong is Professor of Conflict Analysis and Resolution, George Mason University, USA. He has published nine books in the field of international relations, peace and conflict studies. He is also a senior editor of the International Journal of Peace Studies. 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. This book provides readers with a provocative and insightful examination of conflict resolution theory and practice, taking stock of the ideas, assumptions and practices in this emerging field. Focusing on biology, culture, management, psychology, social psychology and more, the book raises vital questions in the examination of whether and how to more effectively resolve conflict. Central to its thesis is the interaction between the skills of resolving conflict and the societal pressures for conflict's continuation. This book explores how creative ways of resolving social conflicts emerge, evolve, and subsequently come to be accepted or rejected in inter-group relations. Creativity and Conflict Resolution explores a subject with which political communities involved in social conflict have always grappled: creative ways of imagining and actualizing visions of conflict resolution. This is an ambitious question, which concerns human communities at many different levels, from families, regional-independence movements, and national governments, to inter-state alliances. The author argues that unconventional viability lies at the heart of creativity for transcending seemingly intractable inter-communal conflicts. More specifically, conflict resolution creativity is a social and epistemological process, whereby actors involved in a given social conflict learn to formulate an unconventional resolution option or procedure. Demystifying the origin of unthinkable breakthroughs for conflict resolution and illuminating theories of creativity based on 17 international case studies, this book will be of much interest to students of conflict resolution, peace and conflict studies, human security and IR. Tatsushi Arai is an Associate Professor of Peace and Conflict Transformation at the SIT Graduate Institute in Vermont, USA. He has a PhD in Conflict Resolution from George Mason University, Washington DC, and extensive practical experience in the field. Conflict in the workplace is a perennial problem for organizations. Whether it's a disagreement between colleagues, a dispute with management or large-scale industrial action, conflict negatively affects both people and profits as employee morale and productivity fall. Endorsed by the CIPD, Managing Conflict is an essential guide for HR professionals needing to tackle these problems by not only resolving current issues, but also preventing future instances of conflict. Going beyond interpersonal conflict, the book also looks at resolving board room disputes, disputes with shareholders, in the supply chain, commercial disputes and customer complaints. The first part of Managing Conflict covers the causes and costs of conflict, the impact of the psychological contract and the legal framework for managing workplace disputes both in the UK and internationally. The second part of the book provides a blueprint for redefining resolution and building a culture of constructive conflict management, from designing a conflict management strategy and developing a formal resolution process to embedding mediation, engaging stakeholders and training managers in resolution and mediation skills. This book also includes conflict resolution toolkits for managers, HR teams, employees and unions to help tackle conflict and bullying at work. Packed with best practice

case studies from major UK and global organizations, this is an indispensable guide for all HR professionals looking to resolve conflict in the workplace. Online supporting resources include a conflict health check tool, conflict cost calculator, and checklist for developing an internal mediation scheme. A book that deals with the resolution of conflict across the legal, social and political spectrum by means of alternative methods to confrontation and conflict and adversarial approaches. The Handbook of Conflict Resolution, Second Edition is written for both the seasoned professional and the student who wants to deepen their understanding of the processes involved in conflicts and their knowledge of how to manage them constructively. It provides the theoretical underpinnings that throw light on the fundamental social psychological processes involved in understanding and managing conflicts at all levels—interpersonal, intergroup, organizational, and international. The Handbook covers a broad range of topics including information on cooperation and competition, justice, trust development and repair, resolving intractable conflict, and working with culture and conflict. Comprehensive in scope, this new edition includes chapters that deal with language, emotion, gender, and personal implicit theories as they relate to conflict. "In the tradition of bestselling explainers like *The Tipping Point*, [this] book [is] based on cutting edge science that breaks down the idea of extreme conflict--the kind that paralyzes people and places--and then shows how to escape it"-- "Raines masterfully blends the latest empirical research on workplace conflict with practical knowledge, skills, and tools to effectively manage and prevent a wide range of conflict episodes. This is a highly applicable 'top shelf book' that will assist anyone from the aspiring manager to top level management and leadership in the public, private, and nonprofit sectors. It will also be a fast favorite of professors, trainers, and students of business and conflict management." - Brian Polkinghorn, Distinguished Professor, Center for Conflict Resolution, Salisbury University. "With her broad dispute resolution, teaching, and editing experience, Susan Raines is uniquely qualified to organize what is known about conflict management in the workplace. She has succeeded in providing private, public, and nonprofit managers with accessible concepts and tools to deal effectively with the internal and external conflicts they must confront every day. Essential reading for all managers!" - Alan E. Gross, senior director, training coordinator, New York Peace Institute "After reading an advance copy of Raines's impressive book, I can't wait to begin to use it as a seminal text in my classes in organizational conflict. I am amazed at her ability to cover so well such disparate subjects as systems design, public policy disputes, small and large group processes, customer conflicts, conflicts in a unionized environment, and conflicts within regulatory contexts. Her user-friendly writing style is enhanced by her salient examples of exemplary and mistake-laden practices within public and private sector organizations. A 'must-read' for scholars, students, and practitioners interested in organizational conflict." - Neil H. Katz, professor, Conflict Analysis and Resolution, Nova-Southeastern University "Conflict management skills are essential to a manager's success. Raines, a leading scholar and practitioner, provides a comprehensive and strategic new guide to these critical skills and how to use them in any organization." - Lisa Blomgren Bingham, Keller-Runden Professor of Public Service, School of Public and Environmental Affairs, Indiana University After years of relative neglect, culture is finally receiving due recognition as a key factor in the evolution and resolution of conflicts. Unfortunately, however, when theorists and practitioners of conflict resolution speak of culture, they often understand and use it in a bewildering and unhelpful variety of ways. With sophistication and lucidity, "Culture and Conflict Resolution" exposes these shortcomings and proposes an alternative conception in which culture is seen as dynamic and derivative of individual experience. The book explores divergent theories of social conflict and differing strategies that shape the conduct of diplomacy, and examines the role that culture has (and has not) played in conflict resolution. The author is as forceful in critiquing those who would dismiss or diminish culture's relevance as he is trenchant in advocating conflict resolution approaches that make the most productive use of a coherent concept of culture. In a lively style, Avruch challenges both scholars and practitioners not only to develop a clearer understanding of what culture is, but also to take that understanding and incorporate it into more effective conflict resolution processes." Conflict Resolution is a component of Encyclopedia of Institutional and Infrastructural Resources in

the global Encyclopedia of Life Support Systems (EOLSS), which is an integrated compendium of twenty one Encyclopedias. The Theme on Conflict Resolution deals with conflict which is an integral component in the utilization and management of all life support systems. These volumes give a comprehensive review on Conflict Domains: Warfare, Internal Conflicts, and the Search for Negotiated or Mediated Resolutions; Analysis methods of conflict and its resolution; Approaches to Conflict ;Resolution; Formal Models for Conflict Resolution and Case Studies. These two volumes are aimed at the following five major target audiences: University and College students Educators, Professional practitioners, Research personnel and Policy analysts, managers, and decision makers and NGOs. "Filippo Aureli and Frans De Waal have succeeded in cross-fertilizing fields as disparate as ethology and medieval law to create a rich new field of research -- natural conflict resolution. It makes one see conflict resolution among humans through a new and fascinating lens. This is a landmark contribution!"—William Ury, co-author Getting to YES, author of Getting Past No and Getting to Peace The seventeen key principles for transforming conflict—in a beautiful package from the creator of The 48 Laws of Power From Joost Elffers, the packaging genius behind the huge New York Times bestsellers The 48 Laws of Power, The 33 Strategies of War, and The Art of Seduction, comes this invaluable manual that teaches seventeen fundamentals for turning any conflict into an opportunity for growth. Beautifully packaged in a graphic, two-color format, Changing the Conversation is written by conflict expert Dana Caspersen and is filled with real-life examples, spot-on advice, and easy-to-grasp exercises that demonstrate transformative ways to break out of destructive patterns, to create useful dialogue in difficult situations, and to find long-lasting solutions for conflicts. Sure to claim its place next to Getting to Yes, this guide will be a go-to resource for resolving conflicts. Disputes, discord and reconciliation were fundamental parts of the fabric of communal living in early modern Europe. This edited volume presents essays on the cultural codes of conflict and its resolution in this period under three broad themes: peacemaking as practice; the nature of mediation and arbitration; and the role of criminal law in conflicts. Through an exploration of conflict and peacemaking, this volume provides innovative accounts of state formation, community and religion in the early modern period. 7 Principles of Conflict Resolution is the go-to resource for conflict and dispute resolution, whether you're new to the subject or an experienced practitioner. This book draws on a wide range of practical examples to describe how conflicts within organisations are traditionally managed and the complementary conflict management methods that can be employed. Stephan Proksch clearly explains these innovative methods and their potential applications. The central focus is on mediation as an effective form of conflict resolution. Discussion and questioning techniques as conflict management tools are explained in simple and concise terms. Praise for The Handbook of Conflict Resolution "This handbook is a classic. It helps connect the research of academia to the practical realities of peacemaking and peacebuilding like no other. It is both comprehensive and deeply informed on topics vital to the field like power, gender, cooperation, emotion, and trust. It now sits prominently on my bookshelf." —Leymah Gbowee, Nobel Peace Prize Laureate "The Handbook of Conflict Resolution offers an astonishing array of insightful articles on theory and practice by leading scholars and practitioners. Students, professors, and professionals alike can learn a great deal from studying this Handbook." —William Ury, Director, Global Negotiation Project, Harvard University; coauthor, Getting to Yes and author, The Third Side "Morton Deutsch, Peter Coleman, and Eric Marcus put together a handbook that will be helpful to many. I hope the book will reach well beyond North America to contribute to the growing worldwide interest in the constructive resolution of conflict. This book offers instructive ways to make this commitment a reality." —George J. Mitchell, Former majority leader of the United States Senate; former chairman of the Peace Negotiations in Northern Ireland and the International Fact-Finding Committee on Violence in the Middle East; chairman of the board, Walt Disney Company; senior fellow at the School of International and Public Affairs, Columbia University "Let's be honest. This book is just too big to carry around in your hand. But that's because it is loaded with the most critical essays linking the theory and practice of conflict resolution. The Handbook of Conflict Resolution is heavy on content and should be a well-referenced

resource on the desk of every mediator—as it is on mine." —Johnston Barkat, Assistant Secretary-General, Ombudsman and Mediation Services, United Nations

This empowering guide goes beyond observable techniques to offer a close look at the creative internal processes—both cognitive and psychological—that successful mediators and other conflict resolvers draw upon. Are you struggling to get those involved in conflicts to sit down and listen? Do you feel like every time you try to resolve a conflict; it just makes it worse? "How to Manage Conflicts" is a great guide to help you make a move from putting band-aids on problems to finding real resolutions. Resolving conflicts can be challenging. However, you can arm yourself with these 7 easy steps that will help you craft communication skills and learn the process to do more than just manage conflicts, but also to help to prevent them. As a person who is distressed by communicating a message or tasks, you have to gain the buy-in of the other party and get both parties to listen to each other. As a person who is resolving conflict, you have to be able to assess the situation and not form a judgment in one way or another. The guidance you can gain from within these chapters will help you to grow as a communicator, but also as a person. As you progress on your journey to master your conflict management skills, you will learn many tips and tricks that can help you achieve your goals.

YOU WILL LEARN:

- Why it is important to manage conflicts.
- Why respect is important in conflict management.
- How to recognize potential conflicts.
- Why it is important to change the atmosphere.
- Understanding different points of view.
- Tips for recognizing different perspectives.
- Skills for developing solutions.
- How to implement actions plans.
- Why following up is necessary.
- And much more.

To help you in becoming an effective manager of conflicts, this guide goes through many actionable examples and strategies. As you press yourself to grow, you will find that there are so many experiences you have already had that will help formulate your ability to be successful as a communicator. It's time to take the plunge and grow! This book outlines the generalist approach to conflict resolution. The approach was inspired by the generalist approach to social work but has now emerged in the fields of conflict resolution and peace studies. Essentially, the approach considers conflict resolution practice and scholarship very broadly. Generalist scholarship and practice are contrasted against specialized ways of conducting conflict resolution, whereby practitioners become well versed in one mode of practice or a specific theoretical orientation to scholarship. Several theories provide a foundation for this inclusive approach: conflict transformation, eco-systemic scholarship, the strengths perspective, and a new theory of social conflict, the theory of differences. The generalist approach is intended to provide a way for conflict resolution and peace studies scholar-practitioners to help diverse parties address complex conflicts at various levels (personal to international). Generalist scholar-practitioners assist parties to comprehensively and holistically address these conflicts, in a multi-layered, multi-level fashion, but they must be comfortable with ambiguity, monitor intervention complexity, and give parties control over how their conflicts are addressed. Ultimately, this may make parties more committed to their conflict interventions and outcomes. Sometimes it's necessary to push beyond the usual limits of the mediation process to achieve deeper and more lasting change.

Mediating Dangerously shows how to reach beyond technical and traditional intervention to the outer edges and dark places of dispute resolution, where risk taking is essential and fundamental change is the desired result. It means opening wounds and looking beneath the surface, challenging comfortable assumptions, and exploring dangerous issues such as dishonesty, denial, apathy, domestic violence, grief, war, and slavery in order to reach a deeper level of transformational change. *Mediating Dangerously* shows conflict resolution professionals how to advance beyond the traditional steps, procedures, and techniques of mediation to unveil its invisible heart and soul and to reveal the subtle and sensitive engine that drives the process of personal and organizational transformation. This book is a major new contribution to the literature of conflict resolution that will inspire and educate professionals in the field for years to come.

Mastering Conflict Resolution: Transform Challenges into Opportunities Discover the art of transforming conflicts into opportunities with Christa Kordy's insightful book, "Creative Conflict Resolution in Private and Professional Life." This guide delves into the complexities of conflicts in both personal and professional settings, providing effective strategies for constructive resolution.

Kordy demonstrates that conflicts, often seen as obstacles, are actually catalysts for growth, innovation, and deeper understanding. Learn to navigate disagreements with finesse, turning them into constructive dialogues. This book is not just a manual; it's a transformative journey towards empowerment, teaching you to harness conflicts for personal and professional development. Join Christa Kordy in redefining conflict resolution and turn every challenge into a stepping stone towards a harmonious and fulfilling life. The Handbook of Conflict Resolution, Second Edition is written for both the seasoned professional and the student who wants to deepen their understanding of the processes involved in conflicts and their knowledge of how to manage them constructively. It provides the theoretical underpinnings that throw light on the fundamental social psychological processes involved in understanding and managing conflicts at all levels—interpersonal, intergroup, organizational, and international. The Handbook covers a broad range of topics including information on cooperation and competition, justice, trust development and repair, resolving intractable conflict, and working with culture and conflict. Comprehensive in scope, this new edition includes chapters that deal with language, emotion, gender, and personal implicit theories as they relate to conflict. In real-life conflict resolution situations, one size does not fit all. Just as a mechanic does not fix every car with the same tool, the conflict resolution practitioner cannot hope to resolve every dispute using the same technique. Practitioners need to be comfortable with a wide variety of tools to diagnose different problems, in vastly different circumstances, with different people, and resolve these conflicts effectively. The Conflict Resolution Toolbox gives you all the tools you need: eight different models for dealing with the many conflict situations you encounter in your practice. This book bridges the gap between theory and practice and goes beyond just one single model to present a complete toolbox - a range of models that can be used to analyze, diagnose, and resolve conflict in any situation. It shows mediators, negotiators, managers, and anyone needing to resolve conflict how to simply and effectively understand and assess the situations of conflict they face. And it goes a step further, offering specific, practical guidance on how to intervene to resolve the conflict successfully. Each model provides a different and potentially useful angle on the problem, and includes worksheets and a step-by-step process to guide the reader in applying the tools. Offers eight models to help you understand the root causes of any conflict. Explains each model's focus, what kind of situations it can be useful in and, most importantly, what interventions are likely to help. Provides you with clear direction on what specific actions to choose to resolve a particular type of conflict effectively. Features a detailed case study throughout the book, to which each model is applied. Additional examples and case studies unique to each chapter give the reader a further chance to see the models in action. Includes practical tools and worksheets that you can use in working with these models in your practice. The Conflict Resolution Toolbox equips any practitioner to resolve a wide range of conflicts. Mediators, negotiators, lawyers, managers and supervisors, insurance adjusters, social workers, human resource and labour relations specialists, and others will have all the tools they need for successful conflict resolution. Based on the principles of cooperation and problem solving, conflict resolution helps students solve problems themselves by identifying underlying needs and finding solutions that meet everyone's interests to the fullest extent possible. With an easy-to-use workbook format. Describes a method of negotiation that isolates problems, focuses on interests, creates new options, and uses objective criteria to help two parties reach an agreement. Make workplace conflict resolution a game that EVERYBODY wins! Recent studies show that typical managers devote more than a quarter of their time to resolving coworker disputes. The Big Book of Conflict-Resolution Games offers a wealth of activities and exercises for groups of any size that let you manage your business (instead of managing personalities). Part of the acclaimed, bestselling Big Books series, this guide offers step-by-step directions and customizable tools that empower you to heal rifts arising from ineffective communication, cultural/personality clashes, and other specific problem areas—before they affect your organization's bottom line. Let The Big Book of Conflict-Resolution Games help you to: Build trust Foster morale Improve processes Overcome diversity issues And more Dozens of physical and verbal activities help create a safe environment for teams to explore several common forms of conflict—and their resolution.

Inexpensive, easy-to-implement, and proved effective at Fortune 500 corporations and mom-and-pop businesses alike, the exercises in The Big Book of Conflict-Resolution Games delivers everything you need to make your workplace more efficient, effective, and engaged. The Conflict Resolution Training Program Participant's Workbook offers both new and seasoned negotiators, mediators, and arbitrators a step-by-step approach for learning dispute resolution techniques. This hands-on workbook is filled with a variety of exercises, activities, worksheets, role plays, and other interactive techniques that are readily accessible for learning the skills needed to resolve conflicts. Trainers and participants can select the sections of the flexible program that best meet their specific objectives and goals.

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