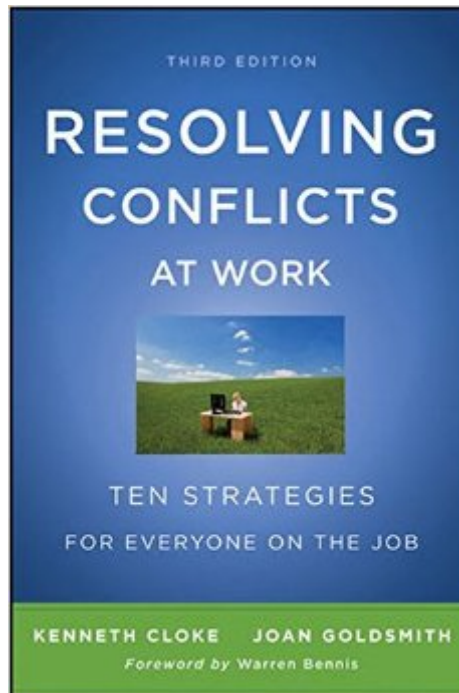


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# Resolving Conflicts At Work: Ten Strategies For Everyone On The Job



## Synopsis

The classic text on resolving workplace conflicts, fully revised and updated *Resolving Conflicts at Work* is a guide for preventing and resolving conflicts, miscommunications, and misunderstandings at work, including dozens of techniques for revealing how the inevitable disputes and divisions in the workplace are actually opportunities for greater creativity, productivity, enhanced morale, and personal growth. In the third edition of this text, all chapters are completely infused with additional content, updated examples, and new case studies. Like its predecessors, it identifies core strategies for preventing and resolving both intermittent and chronic conflicts in the workplace. In addition, the book includes a new foreword by Warren Bennis, which represents his most recent thinking about judgment calls and candid communications in the workplace. Presents new chapters on leadership and transformational conflict coaching, and organizational systems design. This definitive and comprehensive work provides a handy guide for managers, employees, union representatives, human resource experts, and consultants seeking to maintain stable and productive workplaces.

## Book Information

Paperback: 400 pages

Publisher: Jossey-Bass; 3 edition (May 24, 2011)

Language: English

ISBN-10: 0470922249

ISBN-13: 978-0470922248

Product Dimensions: 6 x 1.1 x 9 inches

Shipping Weight: 1.2 pounds (View shipping rates and policies)

Average Customer Review: 4.5 out of 5 stars See all reviews (17 customer reviews)

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## Customer Reviews

I found this book to be more of a reference guide, for collegiate and graduate students. It is not a book to read through. It is a book where you can go to a specific chapter, and use it as back-up material.

I will be honest, I had to buy this book for a school course that I was taking. I didn't open it not even

once during the course but being that I work in an environment that sometimes sees some internal conflict I decided to read it anyways as it could be helpful with that. Some of the information in this book doesn't seem like plausible ideas for resolving conflicts in certain environments but some of it can be applied.

Ordered this book for a Conflict Management class as part of my curriculum for graduate class in HR. Most text books purchased I don't have much to say about, although for this book I make an exception. The writing is dense, but fascinating and well written. I do have to clear away the distractions to really dig into this text, however it has been powerful in really understanding some of the psychology behind conflict, and offers excellent examples of strategies in which to overcome conflict, address it and prevent it. This will be one text I take with me to the office and refer to again and again until I have mastered the strategies.

There are so many different kinds of conflicts at work that it's probably impossible to write a book with scenarios that resonate with everyone. It's also impossible to resolve all conflicts at work, so when reading books like this I try to figure out whether there's enough new information that I can apply to my job. After reading the book, I feel it was worth my time.

This is one of the most practical and insightful books written regarding conflict at work, both with respect to approaches for systems and for individuals. It's easy to read and get's to the point without a lot of unnecessary story telling.

While there are many books covering the topic of conflict resolution, Kenneth Cloke and Joan Goldsmith's work in this book is one of the best. There are many components to conflict and this book provides a host of tools and insights that will help the reader learn to successfully work with conflict. This book covers many aspects of conflict including the valuable skills of learning to "separate what matters from what gets in the way", "explore resistance" along with MANY other techniques! Every page is filled with valuable information, tools and thought provoking content! A great resource to have on your bookshelf. Mark A. Adams, author of *Courageous Conflict: Leading with Integrity and Authenticity*[...]

Anyone who experiences challenges at the workplace, which I assume is everyone can benefit from the information in this book. I would especially like to highlight the concept of difficult behaviors

versus difficult people/personalities. Chances are we have some of these type of individuals in our immediate work or social circle. This book gives you a fighting chance to address conflicts in your life and to move you towards a resolution. This was required reading for my Mediation course; however, I found the information so useful that I have it on my smartphone kindle application.

This book was prescribed for my class on management. I have used this book ever since. The advice and insight is very helpful. The 10 strategies given allows for self-growth, and that has helped me in my conflict resolutions. Excellent book!

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