

Resolving conflicts on the job

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Abstrak

Conflict, misunderstandings, and contrary points of view are all a part of the workplace -- and employees who can't effectively deal with these differences may be stunting their career growth. Now, in a newly updated second edition, *Resolving Conflicts on the Job* gives succinct and clear guidelines for dealing with conflict on both interpersonal and organizational levels. The book explains proven methods for resolving differences and suggests specific techniques that aid in: Giving and receiving criticism Handling disputes at different levels of an organization Resolving disagreements within a team Managing different personality types Completely updated with a new chapter on keeping cool in a conflict and exercises to determine whether disagreements are constructive, this timeless guide will enable managers to lead their teams without starting an argument.