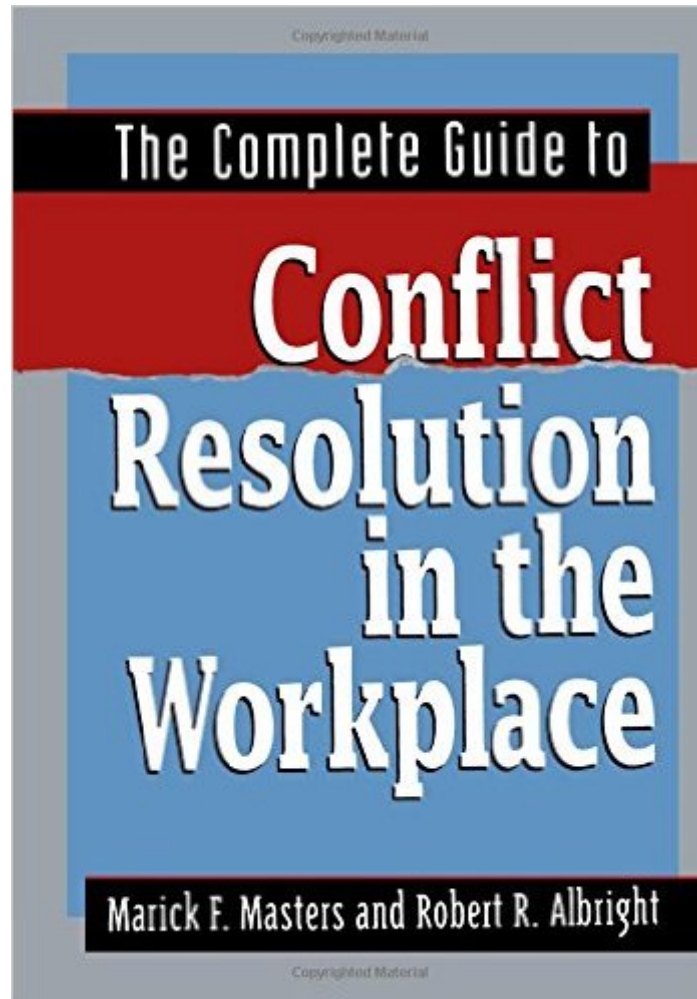


The book was found

The Complete Guide To Conflict Resolution In The Workplace



Synopsis

People thrive on conflict in most areas of their lives--football games, political debates, legal disputes--yet steer clear from workplace conflicts. But conflict is actually a healthy way to challenge the existing order and essential to change in the workplace. The real problem is not conflict per se, but managing conflict. This authoritative manual explains step by step how to design a complete conflict resolution system and develop the skills to implement it. Packed with exercises, case studies, and checklists, the book also supplies: * an overview of workplace conflict * diagnostic tools for measuring it * techniques for resolving conflict, such as negotiation, labor/management partnerships, third-party dispute resolution, mediation, arbitration, more.

Book Information

Paperback: 368 pages

Publisher: AMACOM (May 13, 2002)

Language: English

ISBN-10: 0814417183

ISBN-13: 978-0814417188

Product Dimensions: 6.9 x 0.8 x 9.9 inches

Shipping Weight: 1.4 pounds (View shipping rates and policies)

Average Customer Review: 4.4 out of 5 stars [See all reviews](#) (9 customer reviews)

Best Sellers Rank: #704,139 in Books (See Top 100 in Books) #172 in [Books > Business & Money > Human Resources > Conflict Resolution & Mediation](#) #2495 in [Books > Business & Money > Human Resources > Human Resources & Personnel Management](#) #4926 in [Books > Business & Money > Small Business & Entrepreneurship > Entrepreneurship](#)

Customer Reviews

There are all sorts of opportunities for conflict in the work environment. Personal issues, varying perspectives, separate agendas, labor issues, and mental difficulties. When conflict escalates to violence-from shouting to shooting, it's time to start paying attention to the problem. Marick Masters is the Executive Director of the Center on Conflict Resolution and Negotiation at the University of Pittsburgh. Robert Albright is also a professor in the field and both have done their share of corporate consulting. They obviously know their topic. The author suggest that conflict occupies thirty percent of a manager's time, so streamlining the process of dealing with conflict-and improving effectiveness-can be a significant value for an employer. This book is worthwhile as a read-through and as a reference text. Executives, human resource professionals, consultants, and behavioral

scientists working in the organizational arena will be delighted with the presentation of the material. It's surprisingly readable and, thanks to some good design, is easy on the eyes. Decent-sized type and open leading are a welcome benefit. The book is organized into five parts. The first, appropriately, *Getting a Handle on Workplace Conflict*, has chapters on understanding, diagnosing, and dealing with conflict. The second section explores alternative resolution methods: negotiation, facilitation, mediation, arbitration, and potpourri. Lots of understandings here. Part 3, *Special Topics*, gets into *Confronting Workplace Violence*, *EEO Disputes*, *Unions*, and international issues. Part 4 takes the reader through the how-to of establishing an *Integrated Conflict Resolution System*, *Education*, and *Training*. The last section provides a brief map and guide, summarizing the essence of the book.

Politically biased educational materials do not belong in the academia, (regardless of whether I agree with it or not). This is why I am disturbed by how anti union this text book appears to be. I was reading over the "Dealing with Unions" section and I really shocked by the tone of the chapter, which included: "The Declining Union Threat", "Operating Union-Free", "How to Keep Unions at Bay", "Prevent Unions From Entering Your Workforce", and how to identify possible unionization, which includes checking the trash can for union pamphlets. Are we accepting this archaic rhetoric as okay? My expectations were that human resource professional's focus on a balance of cultivating good management, encouraging productivity, product quality and customer service, but this book is all about the bottom line. Perhaps that is why I have heard so many times how much people hate the human resource workers in their office. The book's suggested ways to avoid unions includes: "recruit a workforce that fits into collaborative, team-oriented culture"----> (Translation- unionized workers are not collaborative, not team oriented) (page 238, see images) "Select site locations away from areas where unions are densely populated"---> (Translation- avoid paying fair wages, cost of living increases, good benefits or other costs that could take away from your company's bottom line by strategically placing manufacturing sites in places where people are less informed or less capable of defending their rights).

[Download to continue reading...](#)

The Complete Guide to Conflict Resolution in the Workplace
The Joy of Conflict Resolution:
Transforming Victims, Villains and Heroes in the Workplace
and at Home
Management: Take Charge of Your Team: Communication, Leadership, Coaching and Conflict Resolution
(Team Management, Conflict Management, Team Building, ... Team Motivation, Employee E)
Everything Is Workable: A Zen Approach to Conflict Resolution
Changing the Conversation: The 17 Principles of

Conflict Resolution Conflict Resolution at Work For Dummies The Conflict Resolution Training Program: Participant's Workbook Perfect Phrases for Conflict Resolution: Hundreds of Ready-to-Use Phrases for Encouraging a More Productive and Efficient Work Environment (Perfect Phrases Series) Smart Policies for Workplace Technologies: Email, Blogs, Cell Phones & More (Smart Policies for Workplace Technology) Visual Workplace/Visual Thinking: Creating Enterprise Excellence through the Technologies of the Visual Workplace 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 Conflict Management for Managers: Resolving Workplace, Client, and Policy Disputes (Jossey-Bass Business & Management) Modern Modular: The Prefab Houses of Resolution: 4 Architecture Constructive Conflicts: From Escalation to Resolution High Resolution X-Ray Diffractometry And Topography High-Resolution CT of the Chest: Comprehensive Atlas The Bermuda Form: Interpretation and Dispute Resolution of Excess Liability Insurance How to Settle Your Claim and Get the Money You Deserve: A guidebook for property insurance claim resolution Image Clarity: High-Resolution Photography Man Candy: An Erotic Adult Picture Book Featuring Stimulating High Resolution Photographs of Sexy Men

[Dmca](#)