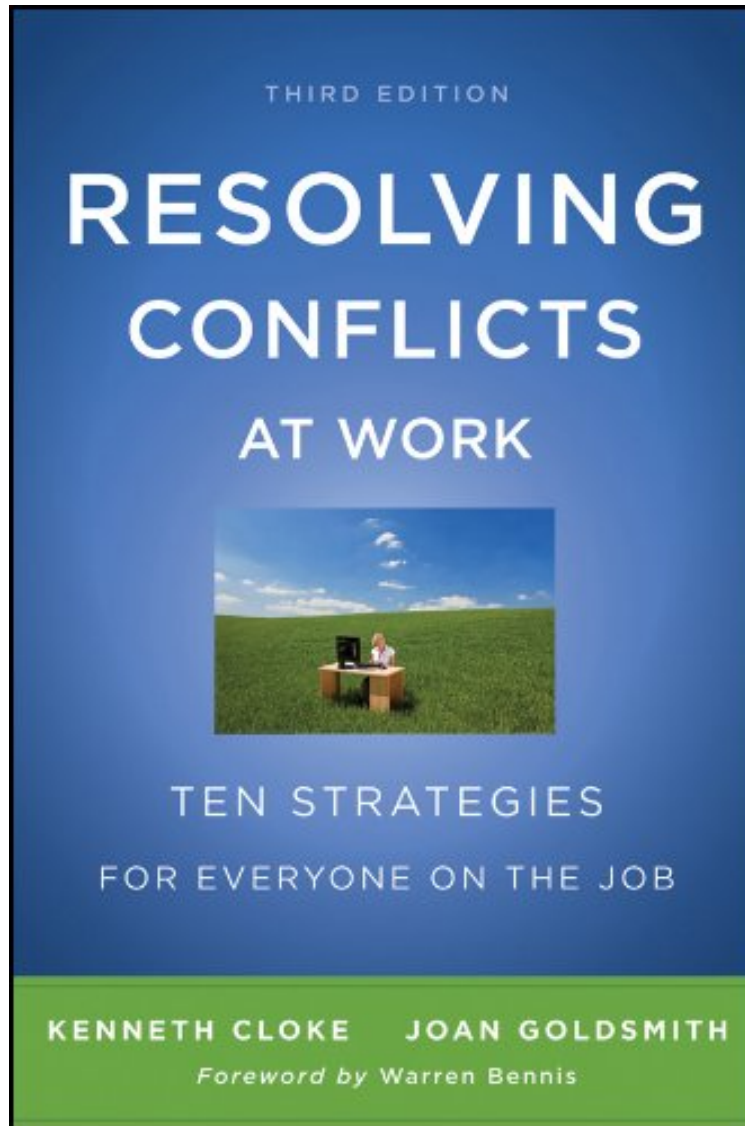


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Resolving Conflicts at Work: Ten Strategies for Everyone on the Job

Kenneth Cloke, Joan Goldsmith

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Kenneth Cloke, Joan Goldsmith : Resolving Conflicts at Work: Ten Strategies for Everyone on the Job before purchasing it in order to gauge whether or not it would be worth my time, and all praised Resolving Conflicts at Work: Ten Strategies for Everyone on the Job:

2 of 2 people found the following review helpful. Managing conflictBy CustomerI read this book for my HR class on managing conflict and change. The book was an interesting read as I was able to relate to the book and what it was saying. After reading the book I was better able to analyse, manage, and handle conflict. I did find that the book has

one major weakness, a section of the book tells us to communicate freely our emotions with those who we are in conflict with in hopes that they would do the same. I find this to be a challenge as we are not often truthful with our emotions, which can often be raw and unforgiving. I say this as I was in position to say how really felt about a situation and found that even though I wanted to say how I really felt I couldn't express these emotions due to the body language I was receiving from the individual. Overall I would recommend this book not only professionals but also to everyday individuals to use in everyday situations. 0 of 0 people found the following review helpful. Great information
By sue
This book is very helpful in personal life and in the workplace. It helped me to understand better why conflicts occur. I recommend this book. 0 of 0 people found the following review helpful. Five Stars
By shawna marcum
Text
Book in great condition

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.