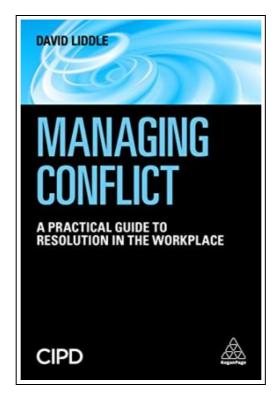
# Managing Conflict: A Practical Guide to Resolution in the Workplace (Paperback)



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### Reviews

Complete guide! Its such a excellent read through. It is full of wisdom and knowledge I am very happy to inform you that here is the very best pdf i have got study inside my very own daily life and might be he very best pdf for possibly.

(Mr. Ronaldo Kulas)

#### MANAGING CONFLICT: A PRACTICAL GUIDE TO RESOLUTION IN THE WORKPLACE (PAPERBACK)



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Kogan Page Ltd, United Kingdom, 2017. Paperback. Condition: New. Language: English . Brand New Book. 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. It 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.



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