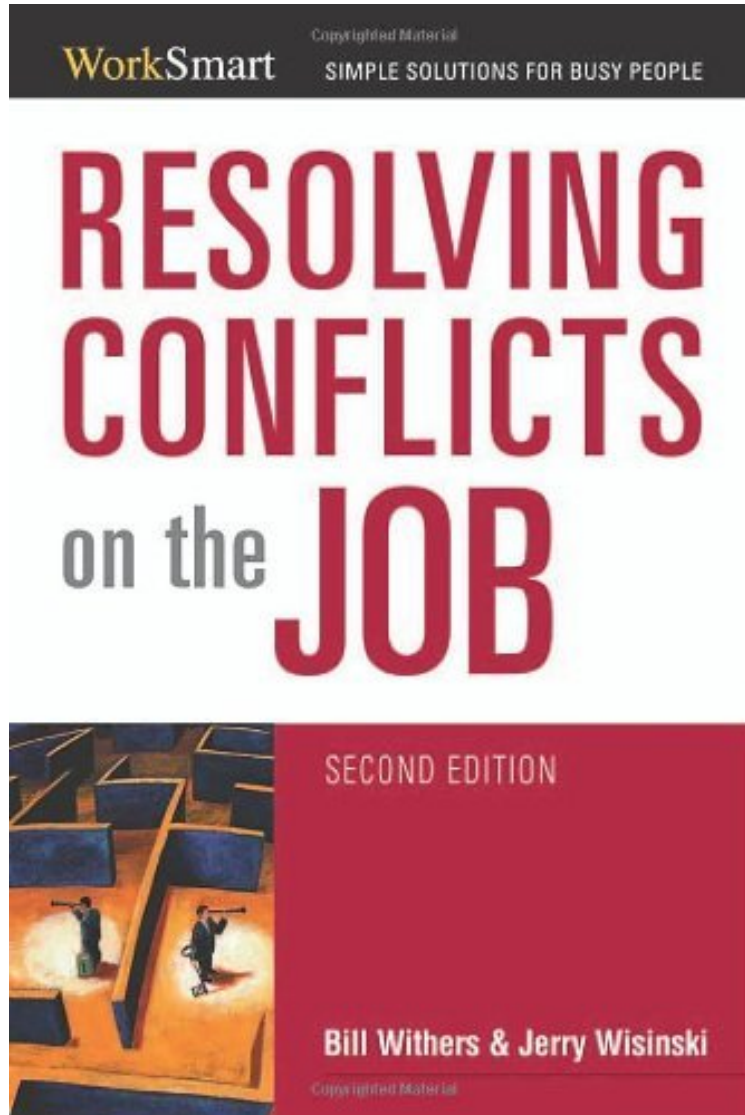


(Pdf free) Resolving Conflicts on the Job: 3 (Worksmart)

Resolving Conflicts on the Job: 3 (Worksmart)

Bill Withers, Jerry Wisinski

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Bill Withers, Jerry Wisinski : Resolving Conflicts on the Job: 3 (Worksmart) before purchasing it in order to gage whether or not it would be worth my time, and all praised Resolving Conflicts on the Job: 3 (Worksmart):

0 of 0 people found the following review helpful. Four StarsBy Bill ColeNot a bad read for anyone conflicted with workplace challenges.

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.

About the Author Bill Withers (Collingswood, NJ) is responsible for organizational development, training, and dispute resolution for RB, Inc. He has consulted with and created innovative designs for client companies in the United States, South Africa, Canada, Russia, and China. He is the author of *The Conflict and Communication Activity Book* (0-8144-7167-6). Jerry Wisinski (San Antonio, TX) is the author of *Building a Partnership With Your Boss* (0-8144-7013-0).