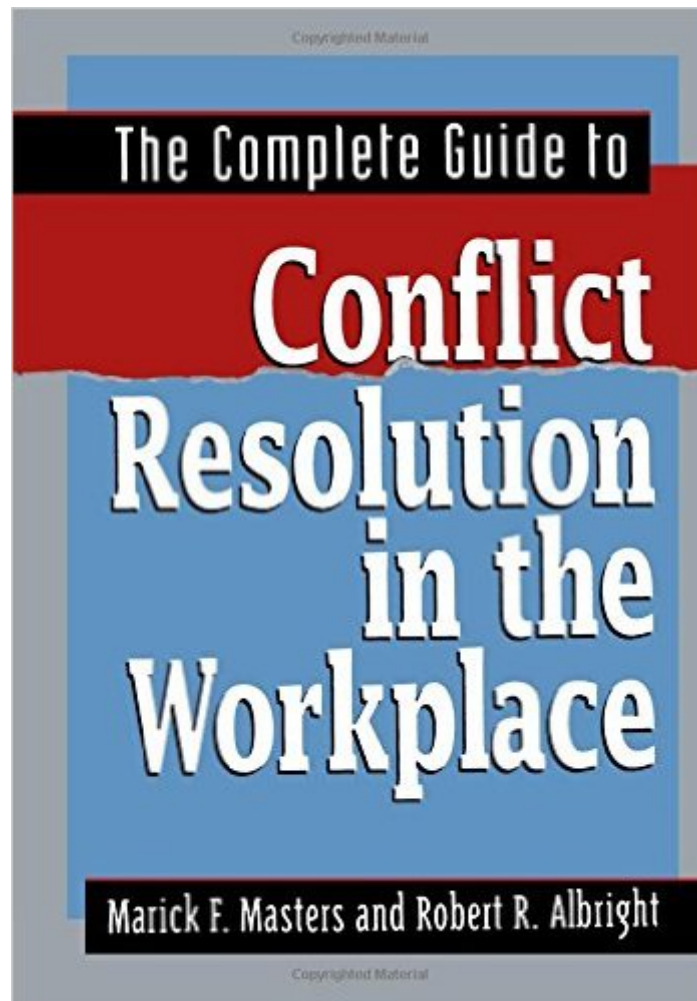


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# The Complete Guide To Conflict Resolution In The Workplace



## 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).

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