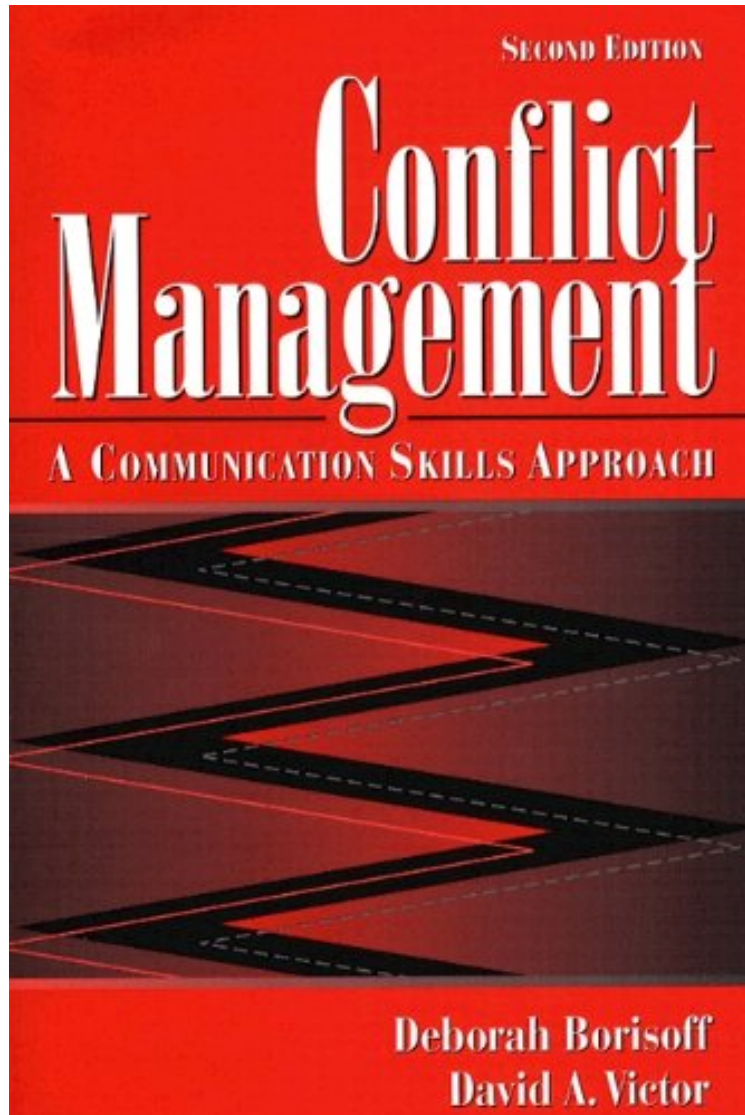


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Conflicts surround us daily; we see it between countries, cities, and even neighbors. Often over-looked, but equally important, is the conflict that arises between and among coworkers. This book has proven successful with professional audiences, offering clear, usable advice on how to manage conflicts that arise on the job and in personal relationships. The authors have created a five-step model of approaching and analyzing interpersonal conflict, and this model is applied repeatedly to different topics, providing readers with a genuinely effective structure for working through differences with colleagues, friends, and others. Designed for managers and human resource departments.

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