

Workplace Conflict Resolution Case Studies

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Glass Half-Broken - Colleen Ammerman 2021-04-13

Why the gender gap persists and how we can close it. For years women have made up the majority of college-educated workers in the United States. In 2019, the gap between the percentage of women and the percentage of men in the workforce was the smallest on record. But despite these statistics, women remain underrepresented in positions of power and status, with the highest-paying jobs the most gender-imbalanced. Even in fields where the numbers of men and women are roughly equal, or where women actually make up the majority, leadership ranks remain male-dominated. The persistence of these inequalities begs the question: Why haven't we made more progress? In *Glass Half-Broken*, Colleen Ammerman and Boris Groysberg reveal the pervasive organizational obstacles and managerial actions—limited opportunities for development, lack of role models and sponsors, and bias in hiring, compensation, and promotion—that create gender imbalances. Bringing to light the key findings from the latest research in psychology, sociology, organizational behavior, and economics, Ammerman and Groysberg show that throughout their careers—from entry-level to mid-level to senior-level positions—women get pushed out of the leadership pipeline, each time for different reasons. Presenting organizational and managerial strategies designed to weaken and ultimately break down these barriers, *Glass Half-Broken* is the authoritative resource that managers and leaders at all levels can use to finally shatter the glass ceiling.

Communication for Constructive Workplace Conflict - JESSICA. JAMESON 2023-08-03

Conflict Management in the Workplace - Shay McConnon 2008-03

Annotation REVIEWS: One of the best books I have read on conflict resolution in my 30+ years in the field. Office of Mediation, The World Bank ... contains great ideas, simply explained. Dr Pam Spurr, Psychologist and Life Coach, LBC Radio Offers many tried and trusted approaches to ensure that conflicts are managed so that they are positive and creative rather than a process of disintegration. Sir John Harvey-Jones AUTHOR BIOG: Shay and Margaret McConnon are co-founders of People First, an international training and consultancy group that runs courses on 'Winning Relationships in the Workplace'. They work with leading companies in Europe and the USA. CONTENTS: About the authors Preface Introduction 1. How the view explains our differences 2. Differences in personality types 3. Fight the difference or celebrate it? 4. Are you building a bridge or a barrier? 5. Understand and manage your feelings 6. Develop your skills and increase your choices 7. Four steps to resolution 8. Preventing conflict Appendices Appendices Bibliography Index Conflict resolution workshop.

Managing and Resolving Workplace Conflict - David Lewin 2016-07-26

Volume 22 of *Advances in Industrial and Labor Relations* focuses on new approaches to managing resolving workplace disputes and alternative dispute resolution (ADR) from both theoretical and empirical perspectives and includes contributions from leading international scholars, including J. Ryan Lamare, William K Roche and Paul L. Latreille.

The Models and Techniques Used in Family Mediation in England and Wales - Dr Amel Ketani 2022-03-03

Over the past forty years, the approach to legal disputes in England and Wales has experienced some

important changes. In many instances, mediation, with its objective of resolving disputes, is favoured over the traditional and adversarial procedure of litigation. Intriguingly, the perspectives of mediators on the practice of family mediation are relatively unexplored territory. This book with its focus on family mediation seeks to reduce this gap by supplementing the existing literature. It will put forward the family mediators' opinions and my recommendations on how family mediation can be improved from the perspective of models. It aims to contribute, through the practitioners' lens, to some of the important theoretical issues, discussions and difficulties surrounding family mediation. In addition, the aim of this book is to set out the understanding of family mediators and draw on this to explore important themes such as mediation models, their principles and the nature of the task. The analysis of these themes will reveal many things, from the difficulties and demanding tasks in family mediation, to the satisfaction and reward that can be felt by family mediators who achieve the parties' objective of amicably resolving a family dispute. "This book brings clarity and offers new contributions to the field of family mediation and dispute resolution- a must read for practitioners, academics and professionals working in the field." Dr Sara Hourani, Senior Law Lecturer at Middlesex University "This is a very practical guide by a specialist who clearly understands the important role that different mediation techniques play in legal practice today. This guide combines both an academic analysis with some practical tools that are especially useful to practitioners in the field of Family Law. The guide considers the merits (and in some cases, drawbacks), of different mediation models, and offers a helpful perspective on conditions that need to be met which would improve the efficacy of mediation. This is a highly recommended resource for academics, teachers and practitioners alike!" Ms Marie Iskander, Solicitor, New South Wales, Australia CONTENTS: Chapter 1. Introduction Chapter 2. Methods and Methodology used in this Book Chapter 3. Historical Development and Legal Framework of Mediation and Family Mediation Chapter 4. Mediation Models and Techniques in a Family Context Chapter 5. Conclusion Bibliography

Case Studies in Project, Program, and Organizational Project Management - Dragan Z. Milosevic 2011-08-17

The ever expanding market need for information on how to apply project management principles and the PMBOK® contents to day-to-day business situations has been met by our case studies book by Harold Kerzner. That book was a spin-off from and ancillary to his best selling text but has gained a life of its own beyond adopters of that textbook. All indications are that the market is hungry for more cases while our own need to expand the content we control, both in-print and online would benefit from such an expansion of project management "case content". The authors propose to produce a book of cases that compliment Kerzner's book. A book that offers cases beyond the general project management areas and into PMI®'s growth areas of program management and organizational project management. The book will be structured to follow the PMBOK in coverage so that it can not only be used to supplement project management courses, but also for self study and training courses for the PMP® Exam. (PMI, PMBOK, PMP, and Project Management Professional are registered marks of the Project Management Institute, Inc.)

Hiring Radar - Bill Eddy 2021-10-12

High conflict personalities (HCPs) create chaos and conflict in the workplace. They are the people most likely to lie, mislead, damage property, harm an organization's reputation, embezzle, or even become

violent. Their behavior creates a huge time suck for everyone around them, including management and human resources. HCPs create stress and conflict that destroys morale and often results in attrition by other employees, who may feel unsupported by management and see no viable options for staying. Needless to say, HCPs can torpedo an organization's competitive advantage. How do we end up hiring people with high conflict personalities? Why do we keep them? Because we don't recognize them until the damage is done. In the hiring phase, we focus on a candidate's CV and past performance, but we may neglect an equally important factor: personality. We make decisions based on incomplete information, biased understanding, and sometimes strong emotion. HCPs may seem stealthy, but the truth is, they are predictable, and you can learn to detect them. In *Hiring Radar*, high conflict experts Bill Eddy and Megan Hunter show you how to recognize 1. Red flags in the CV, resume, and application 2. Warning signs in the interview 3. Clues from references and background checks 4. Your own potential blind spots With hiring radar, you can keep your organization on course by spotting hazards in time - before you bring a high conflict personality on board. Bill Eddy, LCSW, Esq., is Chief Innovation Officer of the High Conflict Institute. Megan Hunter, MBA, is CEO of the High Conflict Institute.

The SAGE Handbook of Conflict Communication - John G. Oetzel 2006-01-18

The SAGE Handbook of Conflict Communication: Integrating Theory, Research, and Practice is the first resource to synthesize key theories, research, and practices of conflict communication in a variety of contexts. Editors John Oetzel and Stella Ting-Toomey, as well as expert researchers in the field, emphasize constructive conflict management from a communication perspective which places primacy in the message as the focus of conflict research and practice.

Conflict Management - Stephan Proksch 2016-07-14

This book draws on a wide range of practical examples to describe how conflicts within organisations are traditionally managed and the complementary conflict management methods that can be employed. Stephan Proksch clearly explains these innovative methods and their potential applications. The central focus is on mediation as an effective form of conflict resolution. Discussion and questioning techniques as conflict management tools are explained in simple and concise terms.

Creating a Drama-free Workplace - Anna Maravelas 2020-01-02

"Contains strategies to avoid and reverse the troubling trends of tension and mistrust. Learn why trust and connectedness slips through our fingers, despite our yearnings for workplaces grounded in collaboration and success. The solutions in this book are compelling answers to universal problems, and often individuals ask, "Why didn't someone tell me this before?!" Stop common missteps before they walk out the door with your most valuable assets - trust, morale, and productivity. You can create the environments you desire and deserve with these proven skills grounded in neuroscience"--

The Complete Guide to Conflict Resolution in the Workplace - Marick Francis Masters 2002

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. " "

The Essential Guide to Workplace Mediation & Conflict Resolution - Nora Doherty 2008

Workplace mediation is becoming an increasingly popular dispute resolution method to settle interpersonal employee conflicts, including harassment and bullying complaints. There is a direct ratio between the quality of relationships across the workplace and long-term effectiveness and success. Mediation addresses complex relationship difficulties head-on so that working relationships can be restored. Fostering a philosophy of mediation as a culture and a "co-entrepreneurial" business model, Doherty and Guyler consider what mediation is, why it is necessary and how it works, including the main principles of operation and the 6-step structure of a mediation meeting. They analyze the reasons for conflict and suggest useful everyday communication skills to help defuse anger or aggression. Real case studies look at specific

complaints of bullying, of sexual harassment and of racism, generational conflicts within family businesses and boardroom conflicts between chairmen and CEOs.

How Parties Experience Mediation - Timea Tallodi 2019-10-22

This book presents an unprecedented qualitative research study on relational changes in mediation with a truly interdisciplinary outset, drawing on the literature on psychology, alternative dispute resolution and business. Mediation's potential to induce changes in parties' relationships as an advantage of the process is commonly mentioned in the literature. However, despite its being a key to reconciliation, relational changes in mediation has not yet been a topic of foundational and fine-grained qualitative enquiry. As the first study in the literature, this research uses in-depth interviews with mediation parties and the qualitative methodology of interpretative phenomenological analysis in order to explore participants' lived experiences. The phenomenological stance ensures a particularly rich data set and a nuanced interpretative analysis. This pioneering piece of research seeks to enter mediation parties' true experiences as closely as possible, moving beyond pre-existing theoretical, quantitative and large-scale qualitative explorations. The themes are discussed in the context of theory, research and practice. Therefore, this book advances knowledge about mediation both in theoretical and practical terms. Innovative conclusions and recommendations are provided for developing mediation practice, mediation training programmes, and further research.

Managing Workplace Conflict - Bernadine Van Gramberg 2006

"Managing Workplace Conflict critically analyses Alternative Dispute Resolution (ADR) in Australian workplaces. It includes coverage of: various ADR techniques and the roles played by ADR practitioners in workplace conflict; the need for workplace grievance policies and the forms these can take; the suitability of ADR for various types of disputes; the effects of the Work Choices Act 2005 (Cth) on dispute resolution; and three case studies where ADR was utilised in workplace conflict and the experiences of both the human resource consultant and their clients. Managing Workplace Conflict is written against the background of a rapidly changing Australian labour market. It argues that ADR in the Australian workplace needs to be conducted with an understanding of the changed industrial relations environment and the power differences between key workplace stakeholders, as well as commitment to ethical practice and workplace justice. It presents the key concepts central to the practice of ADR in Australia and provides a practical, useable reference book for both the professional and the student." -- back cover

Perfect Phrases for Conflict Resolution: Hundreds of Ready-to-Use Phrases for Encouraging a More Productive and Efficient Work Environment - Lawrence Polsky 2011-06-03

THE RIGHT PHRASE FOR EVERY SITUATION . . . EVERY TIME Conflict in the workplace is inevitable. When you have the right words and phrases at your command, you can quickly resolve any disagreement—and prevent it from spreading into an uncontrollable fire. Perfect Phrases for Conflict Resolution has hundreds of ready-to-use phrases, dialogs, and practice scripts to help you rise above the conflict and focus on solving the problem, whether it's with an employee, boss, customer, supplier, or coworker. This handy, quick-reference guide provides effective language for dealing with: A micromanaging supervisor An underperforming employee A peer's disruptive work habits Unreasonable or unethical customer requests Abrupt, rude, and unprofessional coworkers

Managing Conflict - David Liddle 2017-09-03

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. 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 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.

Advances in Industrial and Labor Relations - David Lewin 2019-11-19

Volume 25 of *Advances in Industrial and Labor Relations (AILR)* contains eight new peer-reviewed papers highlighting key aspects of employment relations from a global perspective. Topics discussed include union organizing in an informal economy, workforce training for older workers, and right-to-work law effects on the stock market.

Biff - Bill Eddy 2011-05

This little book gives more than 20 examples of BIFF responses--brief, informative, friendly, and firm--for all areas of life, plus additional tips to help readers deal with high-conflict people anywhere. 158 pp.

Conflict Resolution: Oxford Bibliographies Online Research Guide - Oxford University Press 2010-05-01

This ebook is a selective guide designed to help scholars and students of social work find reliable sources of information by directing them to the best available scholarly materials in whatever form or format they appear from books, chapters, and journal articles to online archives, electronic data sets, and blogs. Written by a leading international authority on the subject, the ebook provides bibliographic information supported by direct recommendations about which sources to consult and editorial commentary to make it clear how the cited sources are interrelated. A reader will discover, for instance, the most reliable introductions and overviews to the topic, and the most important publications on various areas of scholarly interest within this topic. In social work, as in other disciplines, researchers at all levels are drowning in potentially useful scholarly information, and this guide has been created as a tool for cutting through that material to find the exact source you need. This ebook is a static version of an article from *Oxford Bibliographies Online: Social Work*, a dynamic, continuously updated, online resource designed to provide authoritative guidance through scholarship and other materials relevant to the study and practice of social work. *Oxford Bibliographies Online* covers most subject disciplines within the social science and humanities, for more information visit www.aboutobo.com.

Conflict Resolution - Daniel Dana 2001-01-03

Successful management depends on the ability to quickly and effectively manage conflicts. Conflict Resolution includes hands-on information for effectively communicating with employees, disciplining and even terminating employees, understanding and using organizational politics, and more.

Managing Conflict at Work - Clive Johnson 2010-09-03

Managing Conflict at Work provides practical guidance on how to prevent, contain and resolve conflict in the workplace. It demonstrates how effective conflict management can have a powerful impact on the way organisations channel their energies; encouraging positive mindsets and building stronger and happier workforces. Putting the cost of rising conflict in context with recessionary times, it looks beyond individual cases to issues such as workforce motivation and corporate responsibility. The authors provide a wide range of practical techniques, tools and templates to support individuals who need to facilitate the resolution of employee disputes. Aimed not just at mediators and conflict practitioners, but at staff managers and anyone who needs to deal with people disputes; the book emphasises simple and practical ways for dealing with conflict situations - both when potential disputes are first emerging, and once a conflict has escalated into a formal complaint. Also including international case studies, extensive appendix of templates, tools and forms, including stakeholder analysis, mediation in-take forms and reflective questioning prompts, *Managing Conflict at Work* provides practical support to ensure that your company prevents disputes and stays within the law. The book is accompanied by an extensive range of ready-to-use templates and case studies and is supported by a dedicated website, providing information and downloads referred to in the book, as well as videos and podcasts.

Managing Employment Relations - Tony Bennett 2020-02-03

Employment relations is concerned with the relationship between employees and their employers and is one of the most important aspects of an HR role. *Managing Employment Relations* will give students a

thorough grounding in the processes, context and practical application of employment relations and give them the knowledge and skills they need for a successful career in HR. Covering everything from the legal aspects of employment relations, essential policies, strategies and the changing social context to conflict resolution, mediation, employee engagement and workplace discipline, *Managing Employment Relations* is an indispensable guide. With brand new content on gig economy workers, supporting diversity in the workplace, individual and group policies and the need for greater transparency in the employer-employee relationship, this book is a comprehensive guide to the theory and practice of employment relations. Mapped to the CIPD Level 7 module in employment relations and full of case studies and exercises to help students understand the practical application of the core topics, this is an essential textbook for postgraduate HR students and practitioners in an employment relations role. Online resources include a lecturer guide, lecture slides, sample essay questions and additional case studies for students and lecturers as well as annotated weblinks.

Advances in Industrial and Labor Relations, 2017 - David Lewin 2018-02-02

Volume 24 of *Advances in Industrial and Labor Relations (AILR)* contains eight papers highlighting important aspects of the employment relationship. The papers deal with such themes as shifts in workplace voice, justice, negotiation and conflict resolution in contemporary workplaces.

The Big Book of Conflict Resolution Games: Quick, Effective Activities to Improve Communication, Trust and Collaboration - Mary Scannell 2010-05-28

Make workplace conflict resolution a game that EVERYBODY wins! Recent studies show that typical managers devote more than a quarter of their time to resolving coworker disputes. *The Big Book of Conflict-Resolution Games* offers a wealth of activities and exercises for groups of any size that let you manage your business (instead of managing personalities). Part of the acclaimed, bestselling *Big Books* series, this guide offers step-by-step directions and customizable tools that empower you to heal rifts arising from ineffective communication, cultural/personality clashes, and other specific problem areas—before they affect your organization's bottom line. Let *The Big Book of Conflict-Resolution Games* help you to: Build trust Foster morale Improve processes Overcome diversity issues And more Dozens of physical and verbal activities help create a safe environment for teams to explore several common forms of conflict—and their resolution. Inexpensive, easy-to-implement, and proved effective at Fortune 500 corporations and mom-and-pop businesses alike, the exercises in *The Big Book of Conflict-Resolution Games* delivers everything you need to make your workplace more efficient, effective, and engaged.

Advances in Industrial & Labor Relations - David Lewin 2012-12-05

This volume explores various issues in the environment of employment relations, from contributors across the globe. Contexts explored include the aviation industry, the public sector, forestry, automobile manufacture, and care.

Conflict Management - Herbert S. Kindler 2006

When people work together in a diverse and dynamic environment, conflict and disagreements inevitably arise. Learning to resolve disagreements constructively is the key to maintaining healthy work relationships and fostering a productive workplace. *CONFLICT MANAGEMENT (formerly titled MANAGING DISAGREEMENT CONSTRUCTIVELY)* helps readers improve their interpersonal, communication, and mediation skills. Several exercises and case studies throughout the book give the lessons relevance and practical application in the real world. Readers will also become familiar with the guiding principles behind conflict management, the nine approaches to managing disagreement, and a four-phase process for resolving conflict. With the proper understanding of the nature of conflict and with the tools to handle disagreements constructively, readers will be able to enrich their work, their relationships, and their careers.

The Oxford Handbook of Conflict Management in Organizations - William K. Roche 2014-07-03

New ways of managing conflict are increasingly important features of work and employment in organizations. In the book the world's leading scholars in the field examine a range of innovative alternative dispute resolution (ADR) practices, drawing on international research and scholarship and covering both case studies of major exemplars and developments in countries in different parts of the global economy. Developments in the management of individual and collective conflict at work are addressed, as are

innovations in both unionized and non-union organizations and in the private and public sectors. New practices for managing conflict in organizations are set in the context of trends in workplace conflict and perspectives on how conflict should be understood and addressed. Part 1 examines the changing context of conflict management by addressing the main frameworks for understanding conflict management, the trend in conflict at work, developments in employment rights, and the influence of HRM on conflict management. Part 2 covers the main approaches to conflict management in organizations, addressing both conventional and alternative approaches to conflict resolution. Conventional grievance handling and third-party processes in conflict resolution are examined as well as the main ADR practices, including conflict management in non-union firms, the role of the organizational ombudsman, mediation, interest-based bargaining, line and supervisory management, and the concept of conflict management systems. Part 3 presents case studies of exemplars and innovators in the field, covering mediation in the US postal service, interest-based bargaining at Kaiser-Permanente, 'med-arb' in the New Zealand Police, and judicial mediation in UK employment tribunals. Part 4 covers international developments in conflict management in Germany, Japan, The United States, Australia, New Zealand, the United Kingdom and China. This Handbook gives a comprehensive overview of this growing field, which has seen an huge increase in programmes of study in university business and law schools and in executive education programmes.

Leadership and Management: Case Studies in Training in Higher Education in Africa - Johann Mouton 2015-08-06

There has been a resurgence of interest in training programmes for higher education leaders and management (HELM) at African universities in recent times. Although there have been a few cases of evaluation studies of such programmes in Africa, a more systematic review of the lessons learnt through these programmes has not been done. This book aims to document and reflect on the learnings from intervention programmes at three African higher education councils. It is clear that university leaders face many leadership and management challenges. This is the starting point of the book.

Getting to Yes - Roger Fisher 1991

Describes a method of negotiation that isolates problems, focuses on interests, creates new options, and uses objective criteria to help two parties reach an agreement.

The Conflict Resolution Toolbox - Gary T. Furlong 2020-09-16

Learn to effectively resolve conflict the way that works best for you When it comes to real-world conflict resolution, one size does not fit all. In the professional world especially, it's critical for individuals to be prepared for a variety of situations and to know what tools and techniques can be used to settle disputes and disagreements in a way that is respectful of both party's needs. The Conflict Resolution Toolbox shows mediators, negotiators, managers, and professionals at all levels how to simply and effectively assess conflict situations and choose the right tools to resolve the issue in a meaningful way. Understand the why behind the conflict and how it can be resolved Recognize the unconscious judgements and biases that are obstacles to conflict resolution View conflict situations objectively and from multiple viewpoints Learn how the latest neuroscience and behavioral economics research plays a role in conflict resolution With over 25 years of experience in mediation, negotiation, and conflict resolution, author Gary T. Furlong brings to light the intrinsic habits and interpretations that can unwittingly surface and lead to further tension during times of conflict and unrest. This timely update to The Conflict Resolution Toolbox marries theory and practice and is a hands-on guide to understanding the root of conflict and selecting the simple strategies for addressing specific scenarios that individuals routinely face in the workplace and in life. Conflict may be unavoidable, but resolution is within reach with the invaluable guidance and techniques found in The Conflict Resolution Toolbox.

HBR Guide to Dealing with Conflict (HBR Guide Series) - Amy Gallo 2017-03-14

While some of us enjoy a lively debate with colleagues and others prefer to suppress our feelings over disagreements, we all struggle with conflict at work. Every day we navigate an office full of competing interests, clashing personalities, limited time and resources, and fragile egos. Sure, we share the same overarching goals as our colleagues, but we don't always agree on how to achieve them. We work differently. We rub each other the wrong way. We jockey for position. How can you deal with conflict at work in a way that is both professional and productive—where it improves both your work and your

relationships? You start by understanding whether you generally seek or avoid conflict, identifying the most frequent reasons for disagreement, and knowing what approaches work for what scenarios. Then, if you decide to address a particular conflict, you use that information to plan and conduct a productive conversation. The HBR Guide to Dealing with Conflict will give you the advice you need to: Understand the most common sources of conflict Explore your options for addressing a disagreement Recognize whether you—and your counterpart—typically seek or avoid conflict Prepare for and engage in a difficult conversation Manage your and your counterpart's emotions Develop a resolution together Know when to walk away Arm yourself with the advice you need to succeed on the job, with the most trusted brand in business. Packed with how-to essentials from leading experts, the HBR Guides provide smart answers to your most pressing work challenges.

Conflict Management for Managers - Susan S. Raines 2012-12-14

"Raines masterfully blends the latest empirical research on workplace conflict with practical knowledge, skills, and tools to effectively manage and prevent a wide range of conflict episodes. This is a highly applicable 'top shelf book' that will assist anyone from the aspiring manager to top level management and leadership in the public, private, and nonprofit sectors. It will also be a fast favorite of professors, trainers, and students of business and conflict management." - Brian Polkinghorn, Distinguished Professor, Center for Conflict Resolution, Salisbury University. "With her broad dispute resolution, teaching, and editing experience, Susan Raines is uniquely qualified to organize what is known about conflict management in the workplace. She has succeeded in providing private, public, and nonprofit managers with accessible concepts and tools to deal effectively with the internal and external conflicts they must confront every day. Essential reading for all managers!" - Alan E. Gross, senior director, training coordinator, New York Peace Institute "After reading an advance copy of Raine's impressive book, I can't wait to begin to use it as a seminal text in my classes in organizational conflict. I am amazed at her ability to cover so well such disparate subjects as systems design, public policy disputes, small and large group processes, customer conflicts, conflicts in a unionized environment, and conflicts within regulatory contexts. Her user-friendly writing style is enhanced by her salient examples of exemplary and mistake-laden practices within public and private sector organizations. A 'must-read' for scholars, students, and practitioners interested in organizational conflict." - Neil H. Katz, professor, Conflict Analysis and Resolution, Nova-Southeastern University "Conflict management skills are essential to a manager's success. Raines, a leading scholar and practitioner, provides a comprehensive and strategic new guide to these critical skills and how to use them in any organization." - Lisa Blomgren Bingham, Keller-Runden Professor of Public Service, School of Public and Environmental Affairs, Indiana University

The Oxford Handbook of Conflict Management in Organizations - William K. Roche 2014-05

New ways of managing conflict are important features of work & employment in organizations. World's leading scholars examine range of innovative alternative dispute resolution practices, drawing on international research, scholarship, covering case studies of major exemplars & developments in different parts of global economy. Aust & NZ content.

IRS Managing Conflict in the Workplace - Heather Falconer 2004

Conflict, bullying and harassment can destroy the foundations of the most enterprising organisations. Bullying is now a key complaint received by HR departments. Destructive conflict creates stress, which can lead to poor morale and performance, increased staff turnover and an overall decline in organisational effectiveness. The good news is destructive conflict can be reduced - but this is a sensitive issue, requiring managers to call on tried and tested techniques. Published for HR and line managers, IRS Managing Conflict in the Workplace will help employers to recognise and resolve destructive conflict issues more effectively, enabling them to become more positive, productive and efficient. It gives invaluable advice on conflict prevention, mediation and negotiation; it explains how to manage conflict in a wide variety of situations; and includes guidance on the new statutory requirements for disciplinary and grievance procedures. The handbook will enable HR professionals to: * recognise the sectors, departments and types of individuals most prone to conflict * measure the costs of conflict * understand and comply with the law on the employer's duty of care * spot potential problems, recognise bullying behaviours, understand the difference between constructive conflict and bullying and harassment, conduct a risk assessment and take

preventative action * establish, communicate and monitor effective policies and procedures * train staff and managers in how to manage conflict effectively * reach agreement through negotiation * use conciliation and mediation to resolve difficult situations Also included is best practice advice, sample conflict management policies, case studies, checklists and legal compliance.

Reframing Resolution - Richard Saundry 2016-05-27

Reframing Resolution provides an original, accessible and critical point of reference for students, practitioners and scholars interested in the management of workplace conflict. Drawing on contemporary empirical evidence from the UK, USA, Ireland and Australia, the book explores the front-line challenges facing organizations and individuals in addressing and responding to conflict. In particular, it examines the extent to which conflict management is treated as a strategic issue and discusses the development of mediation and its impact on employment relations culture, the experiences of participants in mediation and the relationship between ADR and workplace justice. Crucially, the book also assesses key innovations in the management of workplace conflict, and discusses the future potential of more integrated and systemic approaches.

Advancing Workplace Mediation Through Integration of Theory and Practice - Katalien Bollen 2016-11-11

This book compares the unique features of workplace mediation to other contexts of mediation, as well as the specific competences each situation requires of the mediator. It covers many important issues related to workplace mediation and discusses interventions by managers, such as conflict coaching and informal mediation. It proposes a new model to assess the effectiveness of mediation, and discusses the impact of legal systems, HRM policies, as well as power structures, and cultural differences. The book takes into account perspectives from multiple disciplines, such as management, business, psychology, law and sociology. It also discusses mediation aspects from a variety of cultural and regional contexts. The book advances knowledge about the application, process and effects of workplace mediation and includes practical tips for scholars, practitioners, mediators and managers to enhance their mediation practice or to foster constructive conflict management in organizations.

Resolving Conflicts at Work - Kenneth Cloke 2011-01-06

Here is a completely updated edition of the best-selling *Resolving Conflicts at Work*. This definitive and comprehensive work provides a handy guide for resolving conflicts, miscommunications, and misunderstandings at work and outlines the authors' eight strategies that show how the inevitable disputes and divisions in the workplace actually provide an opportunity for greater creativity, productivity, enhanced morale, and personal growth. This new edition includes current case studies that put the focus on leadership, management, and how organizations can design systems to change a culture of avoidance into a culture of creative conflict. The result is a more practical book for today's companies and the people who work in them.

Calming Upset People with Ear - Bill Eddy 2021-05-11

The level of stress and conflict in today's world is higher than seen in decades. We all can use tools for managing the emotions this has caused. At the same time, there also appear to be more "high conflict" people who are preoccupied with blaming others and verbally venting or attacking those around them. Yet, these upset emotions and conflicts can often be calmed immediately through the use of a simple EAR Statement(TM), a method developed and refined by Bill Eddy over the past fifteen years and taught to hundreds of thousands of professionals and individuals. Following on the success of his widely-known BIFF Response(R) method and books, this new book by Bill Eddy on EAR Statements will come in handy in all kinds of upset situations: family conflicts, workplace disputes, neighbor controversies, and any other

setting. A simple statement communicating empathy, attention and/or respect to an angry, sad, mentally ill or any upset person at any time can work wonders in minutes. Yet it's not as easy as it looks. It takes practice and this book gives over twenty examples of applying this method in families, communities, customer relations, volunteer organizations, public service, politics, business, police encounters, racial conflicts, schools, mental health settings, and others. Empathy, attention and respect are what all people are looking for, especially when upset or in a conflict. This book will give you the details of how to calm upset people with EAR every day.

The Conflict Resolution Toolbox - Gary T. Furlong 2010-03-18

In real-life conflict resolution situations, one size does not fit all. Just as a mechanic does not fix every car with the same tool, the conflict resolution practitioner cannot hope to resolve every dispute using the same technique. Practitioners need to be comfortable with a wide variety of tools to diagnose different problems, in vastly different circumstances, with different people, and resolve these conflicts effectively. The Conflict Resolution Toolbox gives you all the tools you need: eight different models for dealing with the many conflict situations you encounter in your practice. This book bridges the gap between theory and practice and goes beyond just one single model to present a complete toolbox - a range of models that can be used to analyze, diagnose, and resolve conflict in any situation. It shows mediators, negotiators, managers, and anyone needing to resolve conflict how to simply and effectively understand and assess the situations of conflict they face. And it goes a step further, offering specific, practical guidance on how to intervene to resolve the conflict successfully. Each model provides a different and potentially useful angle on the problem, and includes worksheets and a step-by-step process to guide the reader in applying the tools. Offers eight models to help you understand the root causes of any conflict. Explains each model's focus, what kind of situations it can be useful in and, most importantly, what interventions are likely to help. Provides you with clear direction on what specific actions to choose to resolve a particular type of conflict effectively. Features a detailed case study throughout the book, to which each model is applied. Additional examples and case studies unique to each chapter give the reader a further chance to see the models in action. Includes practical tools and worksheets that you can use in working with these models in your practice. The Conflict Resolution Toolbox equips any practitioner to resolve a wide range of conflicts. Mediators, negotiators, lawyers, managers and supervisors, insurance adjusters, social workers, human resource and labour relations specialists, and others will have all the tools they need for successful conflict resolution.

Resolving Conflicts at Work - Kenneth Cloke 2011-05-24

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.