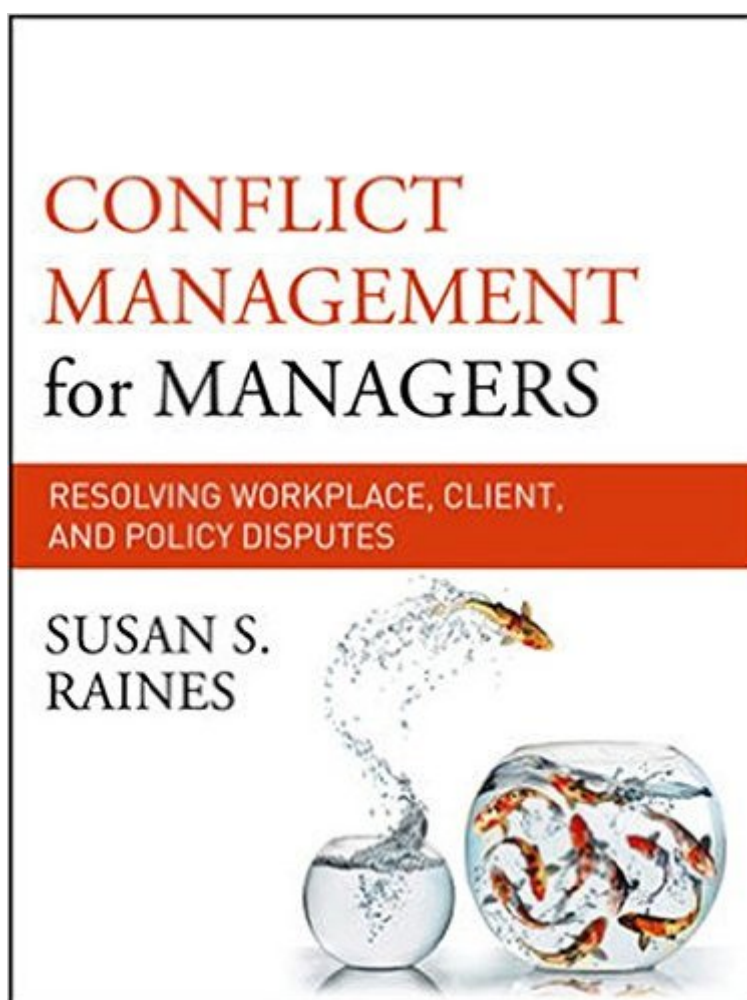


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# Conflict Management For Managers: Resolving Workplace, Client, And Policy Disputes (Jossey-Bass Business & Management)



## Synopsis

â œRaines 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 â ^top shelf bookâ ™ 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.â • -Â Brian Polkinghorn, Distinguished Professor, Center for Conflict Resolution, Salisbury University. Â

â œWith 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!â • -Â Alan E. Gross, senior director, training coordinator, New York Peace Institute â œAfter reading an advance copy of Rainesâ ™s impressive book, I canâ ™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 â ^must-readâ ™ for scholars, students, and practitioners interested in organizational conflict.â • -Â Neil H. Katz, professor, Conflict Analysis and Resolution, Nova-Southeastern University

â œConflict management skills are essential to a managerâ ™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.â • -Â Lisa Blomgren Bingham, Keller-Runden Professor of Public Service, School of Public and Environmental Affairs, Indiana University

## Book Information

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## Customer Reviews

Dr. Raines provides a wealth of information to anyone interested in conflict management. As a manager, of particular interest were the chapters on reducing incidents of bullying, how to improve feedback during employee work evaluations, and suggestions on treating employees as valued customers in order to retain their services. Through reading this book, I have new ideas and creative approaches to effectively navigate my interactions with subordinates through calm and rough waters.

Conflict Management for Managers is an outstanding book. It really does focus on the breadth of conflicts faced by managers, both within the organization and without. Other texts focus only on human resource problems, whereas Raines has done an excellent job of examining what managers do, and then applies conflict management techniques in a readable and meaningful way. It's a great book and I highly recommend it.

This is an excellent book for managers no matter what field you are in. She provides great content that is useful for beginners and experts managers. If you want an idea to learn how to handle simple and complex conflict, this is great book to read.

Dr. Raines has written a real-world practical and comprehensive text useful for many occasions, public and private in a wide variety of circumstances. With helpful vignettes, managers can put this knowledge to work in their organization immediately. Highly recommended.

Great book to add to my collection for management tips!

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