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Many organizations have embraced alternative dispute resolution. Yet, they continue to search for more comprehensive approaches that help

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should be a goal of management. A study commissioned by CPP Inc. in 2008 revealed that employees spend 2.8 hours per week dealing ...

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She is the author of two coaching

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who recognize the benefits of deeper investment in purposeful development and communications will lead the way and optimize performance.

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communications in the workplace

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more tasks are taken over by bot colleagues, the more advanced higher management skills, such as conflict resolution, are likely to become more important for us ...

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selected from alternatives, on the basis of the assessment of given conditions, to guide ... of peace, conflict prevention, management and resolution.

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Globally, we have numerous treaties that guide the resolution of environmental ... have ADR technique as an important environmental conflict resolution mechanism. Lastly, there is a need to ...

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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

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Resolving 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

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for measuring it * techniques for resolving conflict, such as negotiation, labor/management partnerships, third-party dispute resolution, mediation, arbitration, more." "

Conflict in the workplace is a perennial problem for organizations.

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Managing Conflict is an essential guide for HR professionals needing to

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Resolution Guide 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

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Resolution Guide 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

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Conflict Management and Resolution provides students with an overview of the main theories of conflict management and conflict resolution, and will equip them to respond to the complex phenomena of international

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conflict. The book covers these four key concepts in detail: negotiation mediation facilitation reconciliation. It examines how to prevent, manage and eventually resolve various types of conflict that originate from inter-state and inter-group competition, and expands the existing scope of conflict

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management and resolution theories by examining emerging theories on the identity, power and structural dimensions of adversarial relationships. The volume is designed to enhance our understanding of effective response strategies to conflict in multiple social settings as

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Resolution Guide well as violent struggles, and utilizes numerous case studies, both past and current. These include the Iranian and North Korean nuclear weapons programmes, the war in Lebanon, the Arab-Israeli conflict, civil wars in Africa, and ethnic conflicts in Europe and Asia. This book will be essential

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Resolution Guide for all students of conflict management and resolution, mediation, peacekeeping, peace and conflict studies and International Relations in general. Ho-Won Jeong is Professor of Conflict Analysis and Resolution, George Mason University, USA. He has published nine books in

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the field of international relations, peace and conflict studies. He is also a senior editor of the International Journal of Peace Studies.

Successfully handle difficult

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Resolutions, remain civil, and end an argument peacefully with this straightforward and mindful guide to conflict resolution. It ' s important to share your thoughts and opinions with others—and even more important to be able to do so without starting an argument or offending

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exchange or disagreement into a positive, constructive conversation.

Resolve and prevent conflict in the workplace with this essential guide for HR professionals.

A Guide to Effective Communication

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Resolution Guide enables the reader, first of all, to just notice their present approach to communication. It introduces 9 Principles of Effective Communication, explains them through examples and then encourages the reader to practise the Principles in their own

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Resolution Guide. In essence the Principles are simple, but they are personally challenging because they cause us to reassess what may be common practices in our everyday communication. It is important to notice these common practices in ourselves and others first of all, to see

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how prevalent and unconscious they are. Once we have become more conscious or 'mindful' about our communication we can apply the Principles to our day-to-day interactions and see the difference in others' responses to us, as well as in our own contributions to

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Resolution Guide. We then see how practising the Principles can lead to a greater sense of connection and more creative responses to the inevitable conflicts we experience with others. Alan Sharland has been a Mediator since 1994, starting as a volunteer Mediator for Camden

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Mediation Service in London, UK.

Prior to this he was a Teacher of Mathematics in a Secondary School in Camden. His involvement in mediation arose from trying to understand more about conflict as a result of a pupil from the school he worked in being murdered by a group of youths. Many

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of his pupils had been involved in violence either as victims or perpetrators and sometimes both. Working with people involved in destructive conflicts in his role as a Mediator enabled Alan to recognise common behaviours and approaches that typify ineffective responses to

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conflict. Mediation seeks to enable more effective responses to be created by those involved in a dispute, complaint or other difficulty.

Observing how participants in the mediation process moved on to create more effective ways forward for themselves gave the material for the

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Resolution Guide content in this book and evolved into the Principles that inform how Alan practises as a Mediator and Conflict Coach and how he trains others to be Mediators and Conflict Coaches.

The Essential Guide to Workplace Mediation and Conflict Resolution

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examines the nature, process, uses and skills for employing and using mediation. The authors examine what mediation is and how it can be successfully applied to resolve issues, by presenting a range of techniques and case studies. Applicable to not only one-on-one conflict, but also at

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team and board room level, this is the book for you whether you are in the front line and have to anticipate, preempt or defuse conflicts in support of productive working relationships, are already a mediator or are training to become one.

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From mild disagreements to major personnel blowouts, conflict in the workplace is unavoidable. Drawing lightheartedly from stories of her own slipups and disagreements as well as examples from her twenty years of experience as a conflict resolution professional, author Susan Shearouse

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Resolution Guide reveals how conflict is created, how to respond to it, and how to manage it more effectively so that your team can get back to doing what it does best: producing top results for your organization. Conflict 101 employs research, humor, and oh-so-relatable anecdotes to help readers more

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deeply understand what it takes to build trust, harness negative emotions, encourage apologies and forgiveness, use a solution-seeking approach, and say what needs to be said in the workplace to move past conflicts. Whether it ' s a fight over resources, a disagreement about how

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to get things done, or an argument stemming from perceived differences in identities or values, the manager ' s role is to navigate relationships, build compromises, and encourage better collaboration. In doing so, you ' ll not only become a stronger manager--you ' ll build a much

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The Dynamics of Conflict When it was published in 2000, Bernie Mayer's The Dynamics of Conflict Resolution quickly became one of the seminal works in the conflict resolution field. The book bridged the gap between

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Abstract theoretical approaches and practical handbooks and became an immensely valuable and accessible resource for experienced and novice practitioners, as well as for professors and students of conflict management who needed a deep yet practical view of conflict and methods for dealing

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with it. The Dynamics of Conflict is the second edition of Mayer's classic book. While building on the strengths of the first edition, this thoroughly revised and updated book keeps pace with the most current trends and research in the field and explores four key concepts: interactional dynamics,

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Resolution Guide system dynamics, culture and conflict, and conflict engagement. Like the first edition, the focus of the new edition is on the ways we can productively think about conflict and conflict intervention, rather than on specific techniques and processes. Mayer presents ideas about conflict as a set

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Resolution Guide of conceptual tools that build on one another and contribute to a multifaceted view of conflict and conflict intervention but that also stand on their own. Filled with illustrative examples, the book draws from the author's thirty years of experience with interpersonal, family,

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community, organizational, labor management, environmental, public policy, and international disputes and includes instances of conflicts that have been in the news. In addition, this vital resource contains information on the most important work that has been done in the past

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decade on culture, systems, and conflict engagement and shows how conflict concepts apply to new technologies such as online communication and conflict resolution efforts on the Web. In the concluding chapter Mayer explores how conflict intervention efforts fit into more

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general values about peace, democracy, and social justice, and the personal impact that conflict work as a field has on conflict specialists.

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