



Resolving Conflicts At Work : A Complete Guide for Everyone on the Job

Joan Goldsmith, Kenneth Cloke

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Everyone experiences conflict at work. Conflicts can arise from miscommunications, misunderstandings, false expectations, differences in standards, and stress. Drawing from decades of experience in business and conflict resolution, Kenneth Cloke and Joan Goldsmith offer concrete suggestions on how we can not only resolve conflicts at work, but use them as vehicles to improve our workplace relationships. Filled with stories and examples, this book addresses the working contexts of managers and employees throughout an organization.

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