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	Autore	Kahane Adam
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	Sommario/riassunto	Adam Kahane spent years working in the world's hotspots, and came away with a new understanding of how to resolve conflict in a way that seems reasonable - and doable - to all parties. The result is Solving Tough Problems. Written in a relaxed, persuasive style, this is not a "how-to" book with glib answers, but rather, a very personal story of the author's progress from a young "expert" convinced of the need to provide cold, "correct" answers to an effective facilitator of positive change - by learning how to create environments that enable new ideas and creative