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Autore	Scott Vivian
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Nota di contenuto	Cover Page; Title Page; Copyright Page; Contents at a Glance; Table of Contents; Introduction; About This Book; Foolish Assumptions; Icons Used in This Book; Where to Go from Here; Chapter 1: Conflict Resolution at Work; Considering Common Contributors to Conflict; Acknowledging differing perspectives; Recognising emotions in others; Handling communication mishaps; Deciphering group dynamics; Assessing your own role; Mediating like a Pro; Following eight steps to a resolution; Facilitating a conversation between two people; Managing conflict with a team Tapping into Conflict Resolution ExpertiseChapter 2: Understanding What People Bring to Conflict; Rediscovering Communication; Changing the goal of communication; Choosing words carefully: The importance of language; Body language: Others' and your own; Discerning tone of voice; Figuring Out Why People Think the Way They Do; Values: Understanding what's important to people; Filters: Sifting through

information; History: Operating from the past; Considering the Importance of Emotions; Listening to what emotions tell you; Dealing with emotional intensity and impact
Acknowledging and processing difficult emotions in your team
Responding to Conflict; Giving in; Avoiding the fight; Fighting it out; Compromising; Working together; Chapter 3: Determining How Groups Contribute to Conflict; Observing Your Organisation's Culture; Identifying the organisational focus; Considering hiring or promoting practices; Considering how your company adapts to change; Recognising Team Dynamics; Dealing with mismatched expectations; Acknowledging assigned and assumed roles; Redefining power; Groups Behaving Badly; Joining cliques; Finding allies
Creating inaccurate assumptions
Perpetuating gossip; Chapter 4: Practising Self-Awareness: Understanding How You Foster Conflict; Micromanaging; Stirring the Pot; Dividing rather than uniting; Appearing to take sides; Not Taking the Time to Gain Understanding; Overreacting; Misunderstanding the real issues; Looking the other way; Being dismissive; Talking about the Work Ineffectively; Not sharing your contributions; Underrepresenting your team; Creating Ill-Defined Expectations and Responsibilities; Hiring the Right Person for the Wrong Job; Living in Fix-It Mode; Talking instead of listening
Being judge and jury
Rescuing instead of coaching; Denying Shortfalls; Letting egos get in the way; Lacking training or skills; Being uncomfortable with change; Chapter 5: Knowing When to Address Conflict; Assessing the Cost and Severity of the Conflict; Hard costs associated with unresolved conflict; Soft costs associated with unresolved conflict; Determining severity; Approaching Employees and Gathering Information; Knowing your intent; Sorting out the players; Considering the meeting place; Being consistent in your inquiries; Asking questions; Evaluating the Details of the Conflict
What you know

Sommario/riassunto

Resolving conflict in the workplace? No problem! Working your way through a conflict in the office can present unexpected challenges, but there's no need to feel unprepared - Workplace Conflict Resolution Essentials For Dummies has you covered! In the book, you'll find practical, expert guidance on various approaches to negotiating and mediating a successful resolution for you and your team. You'll get coverage of negotiation techniques, mediation methods and solutions for managers and employees dealing with workplace conflict, and tons of tips on building and maintaining successful teams to w
