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Titolo	Conflict management for managers [[electronic resource]] : resolving workplace, client, and policy disputes // Susan S. Raines
Pubbl/distr/stampa	San Francisco, : Jossey-Bass, c2013
ISBN	1-283-91746-7 1-118-41842-5
Edizione	[1st ed.]
Descrizione fisica	1 online resource (498 p.)
Collana	The Jossey-Bass business & management series
Disciplina	658.4/053
Soggetti	Conflict management Interpersonal relations Personnel management - Psychological aspects Customer relations Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Conflict management knowledge and skills -- Manager know thyself -- Theory to practice : the root causes and cures of conflict -- The power of negotiation : essential concepts and skills -- The alternative dispute resolution process continuum -- Preventing and resolving internal conflict -- Causes and cures for employee turnover -- Building successful teams and organizations -- Conflict management in unionized environments -- Designing disputing systems for organizations -- Preventing and resolving external conflicts -- Prevention and resolution of conflicts with clients, customers, and vendors -- Case studies of organizational success through exemplary customer conflict management -- Collaboration and conflict management between regulators and the regulated -- Public policy decision making and collaboration -- Designing and facilitating effective large-group processes.
Sommario/riassunto	Conflict Management for Managers takes a theory-to-practice approach, focusing on commons types of conflicts managers face. Because of the hands-on nature of conflict management skills, it provides opportunities for interaction and skill practice. The text is

divided into four sections. The first section is an overview of the ways in which conflict management techniques and concepts can and should be applied to improve management and performance. Next, the book deals specifically with internal business disputes. The third section of the book focuses on the management of external dis
