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	Sommario/riassunto	Conflict is inevitable, in everyday life and especially in today's increasingly nonhierarchical organizations-in the workplace. So what has always been a key leadership skill, conflict resolution, has become even more critical. But too often, leaders receive little formal training in conflict resolution, and they struggle just to manage the simplest interpersonal conflicts. By using the lessons of this book, readers will be able to apply a thorough, proven method-summarized in ten steps-for resolving conflicts. Following these steps, leaders can analyze a conflict and move toward its resolution with more assurance of a positive outcome for everyone involved.