

1. Record Nr.	UNINA9910662349103321
Titolo	Managing conflict with direct reports // lead contributors Barbara Popejoy, Brenda J. McManigle ; contributors Talula Cartwright ... [et al.]
Pubbl/distr/stampa	Greensboro, N.C., : Center for Creative Leadership, c2002
ISBN	1-118-15520-3 1-281-00126-0 9786611001261 1-118-15444-4 1-932973-18-4
Edizione	[1st edition]
Descrizione fisica	1 online resource (32 p.)
Collana	Ideas into action guidebooks CCL ; ; no. 418
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Disciplina	658.3145 658.4053
Soggetti	Conflict management Communication in management Leadership Organizational effectiveness Organizational behavior
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.
Nota di contenuto	Title Page; Table of Contents; Conflict and Resolution; Conflict with Direct Reports Is a Special Case; Managing the Relationship; Managing the Work; A Process for Managing Conflict; Recognising Both Sides of the Conflict; Preparing for a Conflict Resolution Session; During the Conflict Resolution Session; After the Conflict Resolution Session; Managing Conflict for Success and Development; Suggested Readings; Background; Key Point Summary; Lead Contributors
Sommario/riassunto	Conflict is inevitable when people work together, and it's one of the most difficult challenges facing managers. But it's a challenge that successful leaders learn to address. Managers who develop an

understanding of difference without judgment and are willing to see more than one perspective or solution are in a good position to manage conflict with their direct reports. Conflict between managers and direct reports highlights a power relationship and affects the work itself-the tasks for which managers and direct reports share responsibility. Managers who look to see both sides of conflict ca
