

1. Record Nr.	UNINA9910662349103321
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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	9786611001261 9781118155202 1118155203 9781281001269 1281001260 9781118154441 1118154444 9781932973181 1932973184
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 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.
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

**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