

1. Record Nr.	UNINA9910779965003321
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Titolo	Managing conflict with your boss [[electronic resource] /] / Davida Sharpe and Elinor Johnson
Pubbl/distr/stampa	Greensboro, NC, : Center for Creative Leadership, 2002
ISBN	1-118-15518-1 1-281-00124-4 9786611001247 1-118-15442-8 1-932973-16-8
Edizione	[1st edition]
Descrizione fisica	1 online resource (32 p.)
Collana	Ideas into action guidebooks
Altri autori (Persone)	JohnsonElinor
Disciplina	650.1 658.315
Soggetti	Interpersonal conflict Conflict management Interpersonal communication Employees Supervisors
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; What Is Conflict?; Why Managing Conflict Is Important; Managing Conflict with Your Boss; Clarifying Expectations; Sharpening Your View; Lessons of Experience; Seven Steps toward Managing Conflict; Suggested Readings; Background; Key Point Summary; Lead Contributors
Sommario/riassunto	As individuals, we can be creative and ambitious in our personal lives and in our professional lives. But individual efforts can't always match the energy and productivity of a group. Cultures, societies, clubs, schools, and militaries arose out of our need to band together for mutual support. Organizations were created to deal more effectively with the environment-both the natural world and the world of work. But there is a trade-off when we move from individual contributions to group efforts: the relationships necessary for working together can

spawn conflict. In organizations, tensions b
