1. Record Nr. UNINA9910799904303321 Autore Dinkin Steven Titolo The Exchange [[electronic resource] /] / Dinkin, Steven Productivity Press, , 2011 Pubbl/distr/stampa **ISBN** 0-429-25322-2 1-138-46355-8 1-4665-0302-5 Edizione [1st edition] Descrizione fisica 1 online resource (134 p.) Disciplina 303.69 Soggetti Conflict management Personnel management Interpersonal conflict - Prevention Lingua di pubblicazione Inglese **Formato** Materiale a stampa Livello bibliografico Monografia "A Productivity Press Book." Note generali Front Cover; Contents; The Authors; Acknowledgments; Chapter 1 - A Nota di contenuto Different Approach to Resolving Workplace Disputes; Chapter 2 - How The Exchange Works: A Case Study; Chapter 3 - Getting Ready; Chapter 4 - Holding Private Meetings; Chapter 5 - Developing an Issue List; Chapter 6 - Stage III: Conducting the Joint Meeting: Chapter 7 -Problem Solving: Building a Solution Together; Chapter 8 - Culture. Diversity, and Other Things That Matter: Chapter 9 - Making the Most of The Exchange in Your Organization; Chapter 10 - Using The Exchange with the People and Organizations You Serve Chapter 11 - About The Exchange and Its CreatorsBack Cover Sommario/riassunto This book introduces a process called The Exchange that will make ones job easier. It is about the kinds of conflicts that drive a manager or supervisor crazy. The book is intended for the designated problem solvers, whether official or unofficial.