

1. Record Nr.	UNINA9910827266903321
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Titolo	The Exchange [[electronic resource] /] / Dinkin, Steven
Pubbl/distr/stampa	Productivity Press, , 2011
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
Note generali	"A Productivity Press Book."
Nota di contenuto	Front Cover; Contents; The Authors; Acknowledgments; Chapter 1 - A 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 Creators Back 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.