



Managing Conflict at Work: Understanding and Resolving Conflict for Productive Working Relationships

Jackie Keddy, Clive Johnson

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Managing Conflict at Work provides practical guidance on how to prevent, contain and resolve conflict in the workplace. It demonstrates how effective conflict management can have a powerful impact on the way organisations channel their energies; encouraging positive mindsets and building stronger and happier workforces. Putting the cost of rising conflict in context with recessionary times, it looks beyond individual cases to issues such as workforce motivation and corporate responsibility. The authors provide a wide range of practical techniques, tools and templates to support individuals who need to facilitate the resolution of employee disputes. Aimed not just at mediators and conflict practitioners, but at staff managers and anyone who needs to deal with people disputes; the book emphasises simple and practical ways for dealing with conflict situations - both when potential disputes are first emerging, and once a conflict has escalated into a formal complaint. Also including international case studies, extensive appendix of templates, tools and forms, including stakeholder analysis, mediation in-take forms and reflective questioning prompts, Managing Conflict at Work provides practical support to ensure that your company prevents disputes and stays within the law. The book is accompanied by an extensive range of ready-to-use templates and case studies and is supported by a dedicated website, providing information and downloads referred to in the book, as well as videos and podcasts.

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