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

Clive Johnson, Jackie Keddy

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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 organizations channel their energies, encouraging positive mindsets and building stronger and happier workforces. 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.

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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