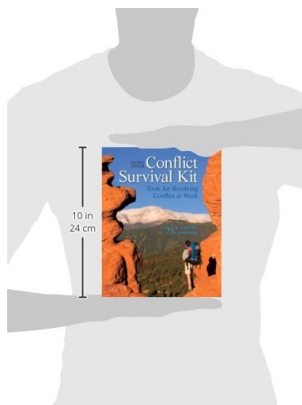# [PDF] Conflict Survival Kit: Tools For Resolving Conflict At Work (2nd Edition)

Daniel B. Griffith, Cliff Goodwin - pdf download free book

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Description:

Taking a front-line view, *The Conflict Survival Kit: Tools for Resolving Conflict at Work* focuses on topics supervisors, team leads and managers need to know to address conflict in organizations. Each chapter succinctly explains conflict theories, frameworks and models, while focusing on important interpersonal and management skills. This classroom text and on-the-job guide presents strategies that can be used immediately in the workplace and provides hands-on practice throughout. Fully

updated in this edition, it includes a new section on cultural communication differences, more on mediation, strategies for staying calm during confrontation and a section on managing bullying in the workplace.

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