



How to Manage Conflict: Turn All Conflicts into Win-Win Outcomes

Peg Pickering

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How to Manage Conflict is a practical guide offering advice and suggestions for successfully handling all types of discord. Each chapter provides directions to conquer rough terrain and builds upon five strategies: understanding the critical ingredients for collaborative thinking, aligning responsibilities to the needs of others, building into daily interactions the practices necessary for support, developing conflict resolution skills and negotiation skills to resolve various types of challenges, and developing personal tools and systems for dealing with tensions and pressures. In a short amount of time, users will immediately learn how to apply these strategies favorably and effectively.

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