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management style and a collection of other tools to enable you to turn difficult situations around. There is also a case study showing symptoms of organizational conflict - low morale and a high turnover of staff. Conflict Management in the Workplace : How to Manage ... Conflict Management: A Practical Guide (4th ed., Lexis Nexis Butterworths) - two generations of professional practitioners, students, academics and conflicting parties have used and relied upon this important text in the conflict management literature. Peter Condliffe Conflict management, also known as conflict resolution, involves having a workplace that precludes conflict and a management team that successfully handles and resolves

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workplace issues. 1 What Are Conflict Management Skills? The aim for professionals in the workplace should not be to avoid conflict, but to resolve it in an effective manner. Conflict Management: Definition, Skills, and Examples Conflict Management A Practical Guide, will provide you with an overview of the major developments and issues concerning alternative dispute resolution (ADR) in Australia and equip you to better practice in key areas including negotiation (now with expanded commentary on the 'zone of possible agreement' (ZOPA) and strategies and impasse), mediation (transformative and narrative mediation as well as ethical issues), restorative justice and

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