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Becoming a Conflict Competent Leader: How You and Your Organization Can Manage Conflict Effectively

By Runde, Craig E.; Flanagan, Tim A.

Jossey-Bass, 2006. Book Condition: New. Brand New, Unread Copy in Perfect Condition. A+ Customer Service! Summary: "If workplace conflict is inevitable, becoming a conflict competent leader is one of the most valuable skill sets a leader can possess. Runde and Flanagan clearly lay out how destructive conflict can be prevented while fostering the kind of constructive debate and creative solutions which businesses need to thrive." -Joanne McCree, former vice president, human resources, IBM "A great book! It is full of actionable insights to turn your organization's conflict from a cost to an asset." -Daniel Shapiro, Harvard Negotiation Project; coauthor, Beyond Reason: Using Emotions as You Negotiate "Their ability to assimilate and describe what managers actually face in dealing with conflict is a key factor in making this book unique from others. No self-help manual on handling conflict that I've ever seen addresses the basics like this book." -Kenneth Bradt, past president, Society of Consulting Psychologists "Competency in managing conflict is perhaps the most under-recognized component of successful leadership. This book, once read, should remain on the shelf of every leader for handy reference." -Dan Dana, Mediation Training Institute International; author, Managing Differences "Craig Runde and Tim Flanagan know conflict! Better..."



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