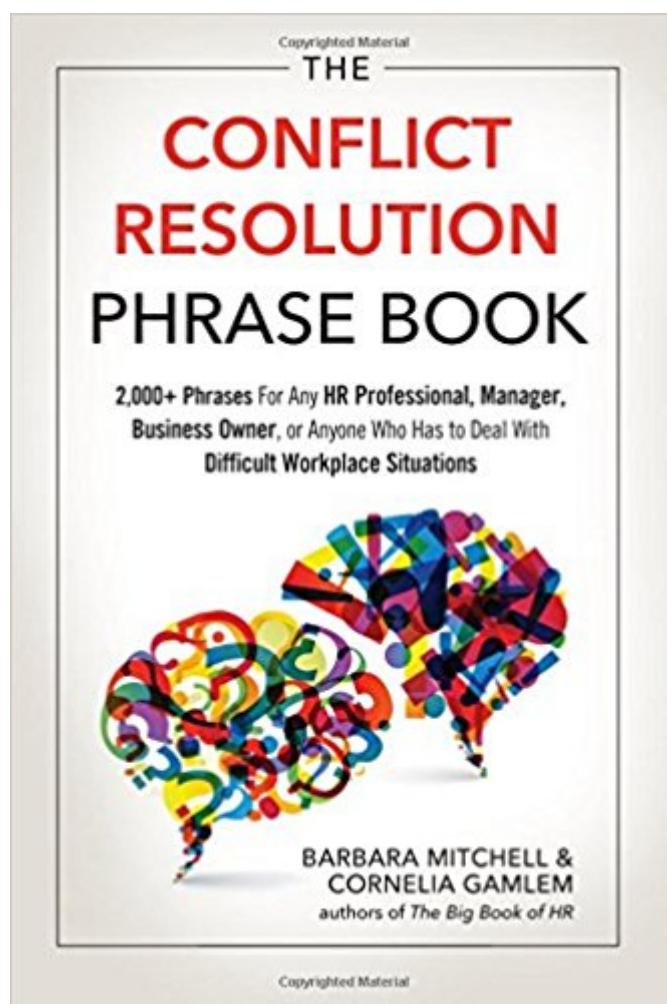


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# The Conflict Resolution Phrase Book: 2,000+ Phrases For Any HR Professional, Manager, Business Owner, Or Anyone Who Has To Deal With Difficult Workplace Situations





## **Synopsis**

No one wants to go into a tenuous situation blind and fumbling for words. Rather than shy away from a difficult situation or conversation, The Conflict Resolution Phrase Book, is the ideal resource to help anyone prepare for and prevail in these situations. Some situations are unpredictable, and you can't plan for every conversation but having the right words on hand empowers you to stand up to conflict rather than run from it. The more you practice confronting and even embracing conflict, the stronger that habit will become and the less likely you will feel like fleeing from a difficult situation. The Conflict Resolution Phrase Book is a great resource that everyone should have at their fingertips to approach any difficult situation with the assurance that the words will come out right! You will learn: Positive things to say when you're initiating or responding to a difficult conversation. How to find and craft language to start a conversation. The right words for you to positively influence the situation. The Conflict Resolution Phrase Book is a natural complement to the authors' previous best-seller, *The Essential Workplace Conflict Handbook*.

## **Book Information**

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## **Customer Reviews**

"Barbara and Cornelia take the fear out of managing conflict and difficult conversations. this is a wonderful toolbox of practical phrases, insights, and applications that will guide you through any conflict. as a mediator, I would love this to be required reading for all my clients. This book is a much-needed companion for anyone who manages conflict." Adam Bowman, MA. PHR  
Constructive handling of inevitable workplace conflict is an indispensable part of a manager's toolbox and employing the right words is paramount. The Conflict Resolution Phrase Book will promote habits of possible and engaging strategies to difficult conversations which is

greatly to be preferred to distributive manager impulses of avoidance or animosity. Rev. Jon Smoot, executive director, Habitat for Humanity of Northern Virginia "The Conflict Resolution Phrase Book is a natural complement to The Essential Workplace Conflict Handbook because it helps us to focus on one of the most important aspect of conflict management .how to effectively use language. We can sometimes get sloppy with our communication during stressful situations and this will only exacerbate the conflict. Cornelia and Barbara provide a ready resource on how to talk differently to get different results when managing conflict. It is a must have for the manager or HR professional who know that WORDS matter in today' s workplace!" Marsha Hughes-Rease, MSOD, PCC, CAPT/NC/USN/Ret., Quo Vadis Coaching and Consulting, LLC "Hold your tongue, count to ten, be the bigger person are all band-aids when it comes to resolving conflict. The Conflict Resolution Phrase Book is a comprehensive guide to handling conflict in the vest way for short -term and long-term effectiveness. It starts with the inception of the problem, all the nuances leading up to the crisis and how to turn conflict into a positive experience for all. If you truly want to maximize your effectiveness as a leader, this book is essential for your library." Marna Hayden, Chief Game Officer, Hayden Resources, Inc.

Barbara Mitchell is an author, speaker, and human resources consultant. She is the coauthor of The Essential Workplace Conflict Handbook and The Essential HR Handbook. Most of her HR career was spent with Marriott International. Barbara is now managing partner of The Mitchell Group where she works with a variety of clients to help them successfully hire, develop, engage, and retain the best talent available. She is a docent at the Smithsonian American Art Museum. Cornelia Gamlem is president of The GEMS Group, Ltd., who consults, speaks, and writes on human resource and management issues. A recognized expert in employee relations and human resources, she has testified before the Equal Employment Opportunity Commission. She also coauthored The Essential Workplace Conflict Handbook and Roadmap to Success: 5 Steps to Putting Action into Your Affirmative Action Plan. Cornelia spent most of her HR career with a Fortune 500 IT services company with a global presence.

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