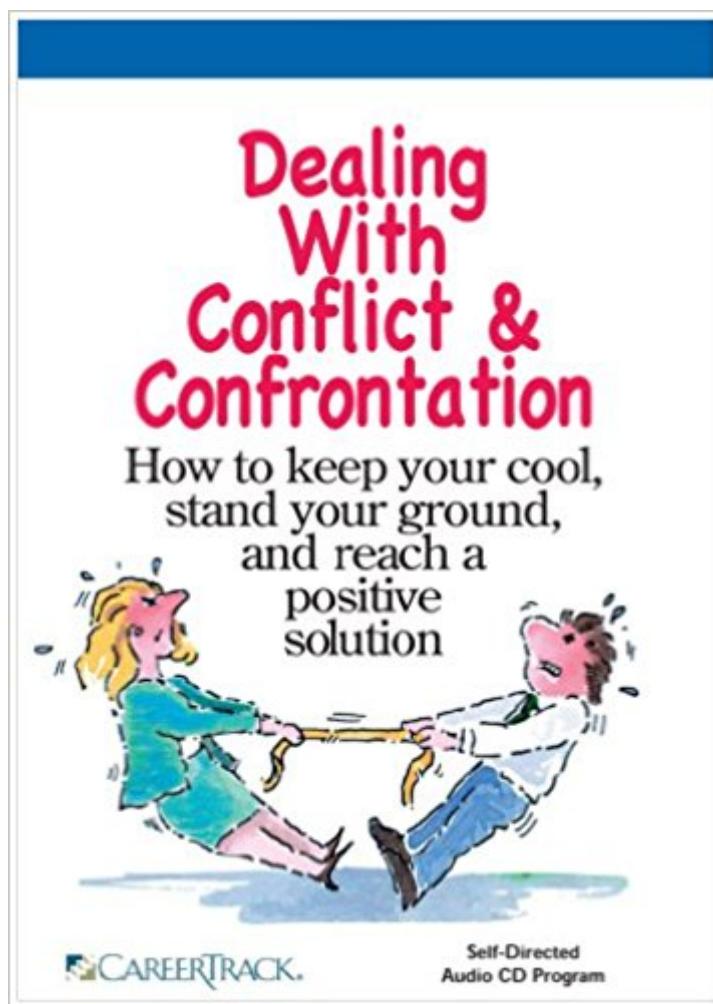


The book was found

Dealing With Conflict & Confrontation



Synopsis

How to keep your cool, stand your ground, and reach a positive solution. Conflicts are inevitable. Anger, grudges, hurt, and blame are not. In fact, most of your conflicts can be resolved fairly easily. Even better, you can do it in a way that actually benefits all concerned. This insight-packed program will show you how. Program Highlights: * The 2 primary reasons conflicts occur -- and how to see them coming * Why people become enemies, and how to break the cycles that lead us to hostilities * When conflict is good: 5 ways conflict can actually benefit you and your organization * When it's OK to give in and when you should stand your ground * How to confront people in a way that minimizes defensiveness and hostility * Best ways to deal with dirty tactics, such as back stabbing, lying, and sabotage * The 5 classic conflict-resolution strategies, and the pros and cons of each

Book Information

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This set covers SO much and does it clearly and concisely. She takes you through types of conflicts, resolutions and people all in a step by step easy to understand format. Her style is easy, fun loving and well structured. I highly recommend it!

Great seller, entertaining product

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