



The Conflict Management Handbook: How to Quench the Fires that Burn Relationships

Richard P. Walters

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A down-to-earth manual, with CD, that teaches the universal causes of conflict and guides readers toward successful management of a situation in their own life. The CD has a narrated slide show, colorfully illustrated, that instructs about anger--its causes, containment, and cure. This vital information is often neglected in conflict management in the rush to find solutions.

In addition to full conceptualization and effective strategies for conflict management, it has sections on third-party mediation and the often-neglected means of conflict prevention and team cooperation.

It has chapters on how to approach conflict-prone situations with tact and skill, including: How to Say No, How to Handle Put Downs, How to Squelch an Unwanted Office Romance, and How to Ask for a Raise.

The book is 8 1/2 x 11, written in a lively style with many cartoon illustrations.

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