



# The Exchange: A Bold and Proven Approach to Resolving Workplace Conflict

*Steven Dinkin, Barbara Filner, Lisa Maxwell*

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Studies indicate that on average, managers and supervisors spend a little more than forty percent of their time resolving workplace conflicts. All this time adds up to a lot of headaches, a hit to morale, and a significant loss in productivity. *The Exchange: A Bold and Proven Approach to Resolving Workplace Conflict* is for every director, manager, and supervisor who is tired of using trial and error to put out fires.

Supplying readers with proven tools for resolving emotionally charged disputes, this go-to-guide details a four-stage process derived from the conflict resolution model used for more than 25 years at the National Conflict Resolution Center. Designed specifically for the workplace, this highly structured process facilitates the discussion of intense emotional issues so you can learn to preempt and de-escalate disputes before they become volatile. Whether your company is restructuring, downsizing, or merging—or simply needs helpful techniques for use in meetings with angry, disruptive, and disputing employees—*The Exchange* is for you!

Praise for:

*... the authors deliver an extraordinary method for resolving disputes quickly and simply and for the greatest benefit of the organization.*

—Marshall Goldsmith, *New York Times* Best-Selling Author

*It could be the difference between having a so-so organization and a great one.*

—Ken Blanchard, co-author of *The One Minute Manager*<sup>®</sup> and *Lead with LUV*

*... we finally have a professional, well-organized program to refer to when conflicts arise in our hospitals and clinics.*

—Evan Burkett, Chief Human Resource Officer, Sanford Health

*... a way to facilitate mutual understanding and common goals in order to move to a better place.*

—Bill Geppert, Senior Vice President, Cox Communications, Inc.?

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