



Designing Conflict Management Systems: A Guide to Creating Productive and Healthy Organizations

Cathy A. Costantino, Christina Sickles Merchant

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Expert advice on building better conflict management programs

Conflict in the workplace is always an eventuality. But it needn't be so costly or counter-productive. This book presents a clear, step-by-step approach for developing conflict management systems within any organization that anticipate the inevitability of conflict and deal with it in a efficient, cost-effective way. The authors, both prominent experts in the field, present a structured process for assessing conflict management programs in order to improve them or to implement new ones. As such, this book serves as an excellent resource for organization development and human resource professionals and consultants interested in proactively tackling the business concerns that conflict brings.



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