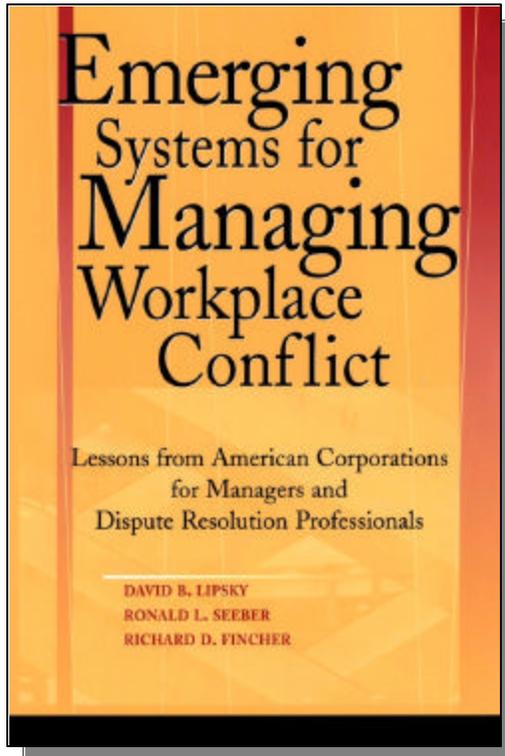


Emerging Systems for Managing Workplace Conflict: Lessons from American Corporations for Managers and Dispute Resolution Professionals

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"Lucidly written and thoughtfully researched, Emerging Systems of Managing Workplace Conflict is a perfect resource manual for CEOs and managers interested in learning about alternative dispute resolution in the workplace."

—**David A. Hart, CEO, Association for Conflict Resolution**

"This is a unique work that provides a complete framework for effectively managing workplace conflict. The authors have achieved a creative blend of research, strategic thinking, and practical application. This should be mandatory reading if you are responsible for innovation or accountable for results dealing with inevitable conflicts that arise out of highly complex and increasingly interdependent organizational relationships."

—**Dennis Donovan, executive vice president for human resources, The Home Depot**

Emerging Systems of Managing Workplace Conflict presents illustrative real-life examples as well as cutting-edge methods and tools for integrating systems of dispute resolution into standard corporate procedures. This vital resource investigates the systems organizations have developed to manage common and costly workplace conflicts involving supervisor-employee relationships; race, age, and gender discrimination complaints; sexual harassment; occupational safety and health; reasonable accommodation of the disabled; and wrongful termination as well as other problems stemming from governmental regulations and court actions.

Drawing on the authors' vast research and frontline experience with a wide variety of corporations and organizations, this important book examines successful responses to universal workplace problems and conflicts.

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