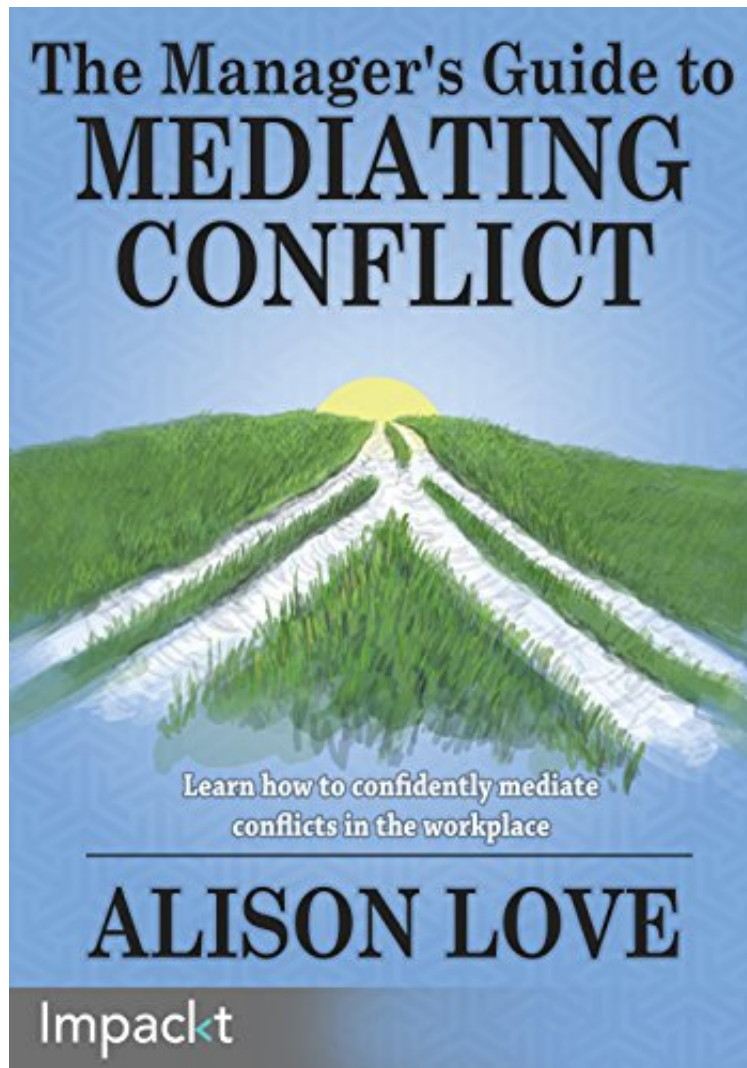


(Free read ebook) The Manager's Guide to Mediating Conflict

The Manager's Guide to Mediating Conflict

Alison Love

**Download PDF / ePub / DOC / audiobook / ebooks*



[Download](#)

[Read Online](#)

#849165 in eBooks 2014-09-30 2014-09-30 File Name: B00O2Y78TG | File size: 27.Mb

Alison Love : The Manager's Guide to Mediating Conflict before purchasing it in order to gauge whether or not it would be worth my time, and all praised The Manager's Guide to Mediating Conflict:

0 of 0 people found the following review helpful. A great guide on mediation of conflicts in the workplace By Customer Thank you Alison for an invaluable guide to handling conflict both as a manager and as an employee. I found this practical guide most useful in helping me navigate through some stressful situations with colleagues which at times had threatened to completely overwhelm me. I will continue to deploy the techniques you have taught me. As someone who in the past had been an avid note taker too, I am finding the visual clues I pick up by focusing on body language instead, to be hugely useful and insightful. I feel much better equipped to deal with all manner of situations by deploying your strategies.

Experienced mediator, trainer, and business mentor Alison Love brings her insight into the nuances and subtleties of workplace conflict, to help you develop the vital communication skills that lie at the heart of good leadership. Emotional intelligence often passes unspoken in discussions about management but here Alison places it at the forefront, as a key component of management. Built around the process of mediation, Alison shows you precisely how mediation works, while also offering you invaluable information that will be integral for any manager interested in creating a team and a workplace committed and dedicated to a shared goal. From understanding the causes of conflict in the modern workplace to sustaining the results of a successful mediation, Alison aims to give you both the knowledge and the skills to be successful at this integral component of management. Conflict is an inevitable part of the workplace. Often it can be constructive, but it is more frequently, destructive and damaging. When it is not managed effectively it can cripple morale and productivity and lead even to stress and ill health. One of the most effective forms of conflict management is mediation, which provides a formal structure through which conflicting parties can articulate their perspectives, with the aim of reaching a resolution through this formalised discussion. Beginning with the causes of conflict in the modern workplace, this book then takes you through the entire mediation process, providing you with clear, practical steps on how to plan and conduct a mediation to how to sustain the results once the process has been completed. With tools and templates that make what may seem like a difficult process manageable, the book is an essential tool for managers concerned about how to deal with conflict at work.

About the Author Alison Love Alison Love has over 30 years of practical experience as an HR practitioner, employment lawyer, and a business leader. Prior to qualifying as a solicitor, she spent 8 years as an HR practitioner in the public, retail, and consumer finance sectors. This, combined with her skills and experience as a workplace mediator, has given Alison a unique understanding of the dynamics of workplace issues and an ability to successfully facilitate parties in identifying solutions. Having witnessed the limitations of the legal process and the benefits and power of mediation, Alison has firsthand experience of demonstrating that workplace mediation provides a better way to resolve conflict in the workplace in the vast majority of cases. Alison is passionate about sharing her knowledge and making mediation the first choice in resolving workplace disputes. Alison currently runs her own business (Alison Love Limited) which provides workplace mediation and dispute resolution services, including mediation, associated training, and executive coaching. Alison lives in Wales with her husband, two sons, and Jaffa the dog, where she can often be found walking Jaffa or pursuing her interest in photography. Alison also enjoys travelling, live music, and the occasional mad cycling challenge.