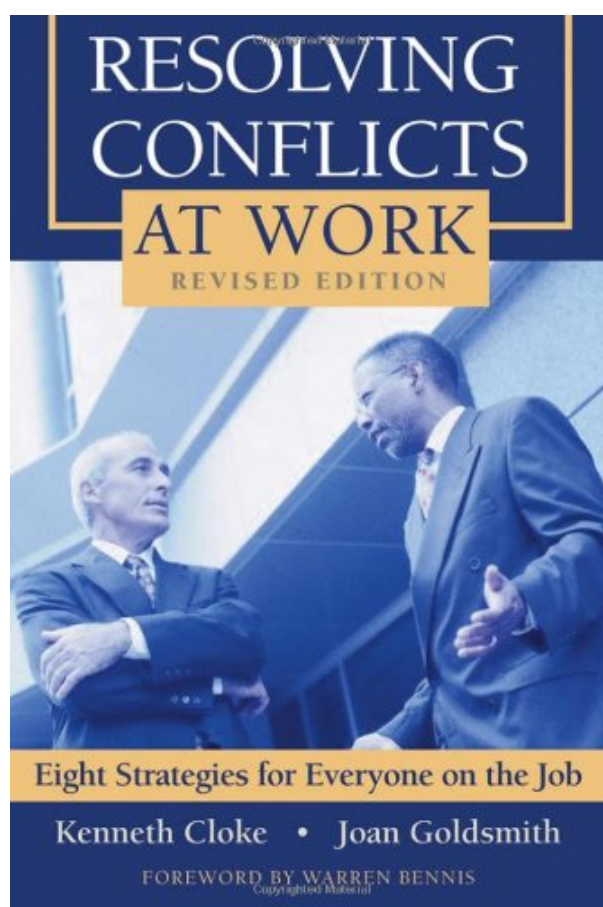
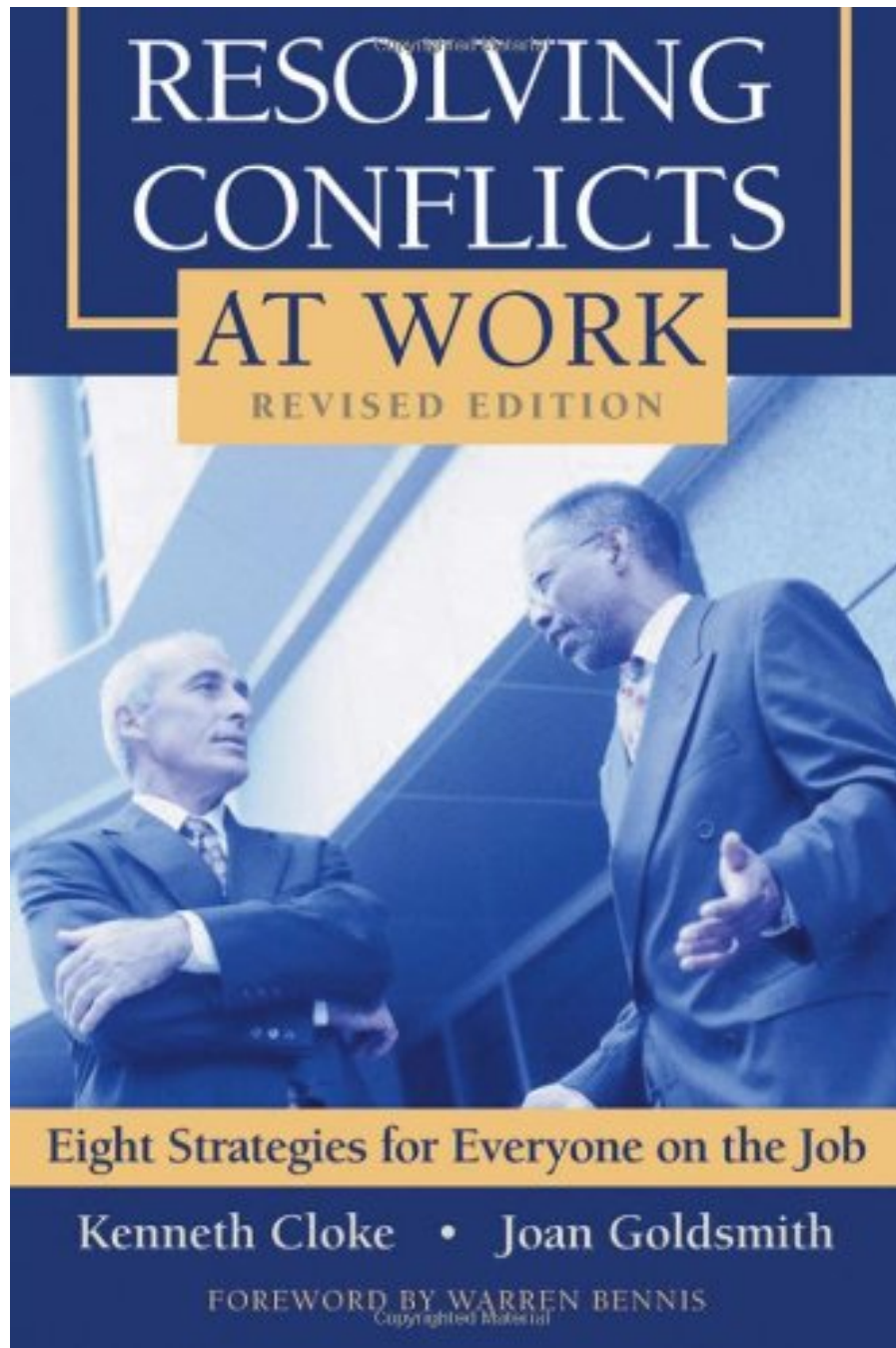


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## Review

### Praise for the First Edition

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Managing conflict

By Amazon Customer

I read this book for my HR class on managing conflict and change. The book was an interesting read as I was able to relate to the book and what it was saying. After reading the book I was better able to analyse, manage, and handle conflict. I did find that the book has one major weakness, a section of the book tells us to communicate freely our emotions with those who we are in conflict with in hopes that they would do the same. I find this to be a challenge as we are not often truthful with our emotions, which can often be raw and unforgiving. I say this as I was in position to say how really felt about a situation and found that even though I wanted to say how I really felt I couldn't express these emotions due to the body language I was receiving from the individual. Overall I would recommend this book not only professionals but also to everyday individuals to use in everyday situations.

2 of 2 people found the following review helpful.

Good book

By christina charuk

Really good book that I used in a conflict resolution grad class. The info is simple and easy to understand but still very helpful.

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