

Conflict Management For Managers Resolving Workplace Client And Policy Disputes Jossey Bass Business Management

The Ethics Challenge in Public Service Carol W. Lewis 2005-03-11 Since it was first published in 1991, *The Ethics Challenge in Public Service* has become a classic text used by public managers and in public management programs across the country. This second edition is filled with practical tools and techniques for making ethical choices in the ambiguous, pressured world of public service. It explores the day-to-day ethical dilemmas managers face in their work, including what to do when rules recommend one action and compassion another, and whether it is ethical to dissent from agency policy. This essential text explores managers' accountability to different stakeholders and how to balance the often competing responsibilities.

Conflict Coaching Tricia S. Jones 2007-12-17 *Conflict Coaching: Conflict Management Strategies and Skills for the Individual* defines this growing area of conflict resolution and distinguishes conflict coaching as a stand-alone resolution technique. In a service society where human relationships are central to our professional as well as personal lives, individuals value one-on-one attention to obtain custom solutions for handling important interpersonal communication. The CD-ROM accompanying the book provides numerous resources for instructors, coaches, and other interested readers.

Conflict Management and Resolution Ho-Won Jeong 2009-12-04 *Conflict Management and Resolution* provides students with an overview of the main theories of conflict management and conflict resolution, and will equip them to respond to the complex phenomena of international conflict. The book covers these four key concepts in detail: negotiation, mediation, facilitation, reconciliation. It examines how to prevent, manage and eventually resolve various types of conflict that originate from inter-state and inter-group competition, and expands the existing scope of conflict.

The Conflict Resolution Toolbox Gary T. Furlong 2010-03-18 In real-life conflict resolution situations, one size does not fit all. Just as a mechanic does not fix every car with the same tool, the conflict resolution practitioner cannot hope to resolve every dispute using the same technique. Practitioners need to be comfortable with a wide variety of tools to diagnose different problems, in vastly different circumstances, with different people, and resolve these conflicts effectively. The *Conflict Resolution Toolbox* gives you all the tools you need: eight different models for dealing with the many conflict situations you encounter in your practice. This book bridges the gap between theory and practice and goes beyond just one single model to present a complete toolbox - a range of models that can be used to analyze, diagnose, and resolve conflict in any situation. It shows mediators, negotiators, managers, and anyone needing to resolve conflict how to simply and effectively understand and assess the situations of conflict they face. And it goes a step further, offering specific, practical guidance on how to intervene to resolve the conflict successfully. Each model provides a different and potentially useful angle on the problem, and includes worksheets and a step-by-step process to guide the reader in applying the tools. Offers eight models to help you understand the root causes of any conflict. Explains each model's focus, what kind of situations it can be useful in and, most importantly, what interventions are likely to help. Provides you with clear direction on what specific actions to choose to resolve a particular type of conflict effectively. Features a detailed case study throughout the book, to which each model is applied. Additional examples and case studies unique to each chapter give the reader a further chance to see the models in action. Includes practical tools and worksheets that you can use in working with these models in your practice. The *Conflict Resolution Toolbox* equips any practitioner to resolve a wide range of conflicts. Mediators, negotiators, lawyers, managers and supervisors, insurance adjusters, social workers, human resource and labour relations specialists, and others will have all the tools they need for successful conflict resolution.

Conflict Management for Managers Susan S. Raines 2013-01-09 "Raines masterfully blends the latest empirical research on workplace conflict with practical knowledge, skills, and tools to effectively manage and prevent a wide range of conflict episodes. This is a highly applicable 'top shelf book' that will assist anyone from the aspiring manager to top level management and leadership in the public, private, and nonprofit sectors. It will also be a fast favorite of professors, trainers, and students of business and conflict management." - Brian Polkinghorn, Distinguished Professor, Center for Conflict Resolution, Salisbury University. "With her broad dispute resolution, teaching, and editing experience, Susan Raines is uniquely qualified to organize what is known about conflict management in the workplace. She has succeeded in providing private, public, and nonprofit managers with accessible concepts and tools to deal effectively with the internal and external conflicts they must confront every day. Essential reading for all managers!" - Alan E. Gross, senior director, training coordinator, New York Peace Institute "After reading an advance copy of Raines's impressive book, I can't wait to begin to use it as a seminal text in my classes in organizational conflict. I am amazed at her ability to cover so well such disparate subjects as systems design, public policy disputes, small and large group processes, customer conflicts, conflicts in a unionized environment, and conflicts within regulatory contexts. Her user-friendly writing style is enhanced by her salient examples of exemplary and mistake-laden practices within public and private sector organizations. A 'must-read' for scholars, students, and practitioners interested in organizational conflict." - Neil H. Katz, professor, Conflict Analysis and Resolution, Nova-Southeastern University "Conflict management skills are essential to a manager's success. Raines, a leading scholar and practitioner, provides a comprehensive and strategic new guide to these critical skills and how to use them in any organization." - Lisa Blomgren Bingham, Keller-Runden Professor of Public Service, School of Public and Environmental Affairs, Indiana University

Millennials and Conflict in the Workplace Cynthia Pearce LeMay 2022-12-09 This book unravels the mysteries and confusion surrounding Millennials. They are now the largest group in the labor force and their presence redefines the workplace for many organizations. Many older workers, who struggle to understand Millennials, often define them by stereotypes rather than their actual attributes. The historical and social events that occurred when Millennials were growing up are reviewed, which can result in traits and values specific to this cohort. The research behind this book explores the conflict styles of Millennials compared to Generation Xers and Baby Boomers - the unique strategies they are likely to use to address conflict in the workplace. This book shares the results of interviews and focus groups providing first-hand accounts from Millennials and non-Millennials about their work interactions. And the results from approximately 11,000 test-takers of the Thomas-Kilmann Conflict Mode Instrument provide fascinating findings about generational differences in conflict styles. Millennials grew up with technology at their fingertips and tend to avoid conflict and seek advice from their online support groups. The book will also dig into Millennials' powerful use of social media and how they use it to further their causes. They have a strong desire to know what's happening now and find it difficult to "turn off." This book explores generational differences and finds an increase in unassertive styles in Millennial males. This work shares what Millennials want and value in a workplace and what employers can do to recruit and retain this valuable cohort. Millennials' diversity, political and social engagement, and the implications for the broader society are explored. This research fills an important gap in the research on generational cohorts and conflict management and provides valuable information to scholars and practitioners alike.

Reframing Resolution Richard Saundry 2016-05-27 *Reframing Resolution* provides an original, accessible and critical point of reference for students, practitioners and scholars interested in the management of workplace conflict. Drawing on contemporary empirical evidence from the UK, USA, Ireland and Australia, the book explores the front-line challenges facing organizations and individuals in addressing and responding to conflict. In particular, it examines the extent to which conflict management is treated as a strategic issue and discusses the development of mediation and its impact on employment relations culture, the experiences of participants in mediation and the relationship between ADR and workplace justice. Crucially, the book also assesses key innovations in the management of workplace conflict, and discusses the future potential of more integrated and systemic approaches.

Diagnosing and Changing Organizational Culture Kim S. Cameron 2011-01-07 *Diagnosing and Changing Organizational Culture* provides a

environment, and conflicts within regulatory contexts. Her user-friendly writing style is enhanced by her salient examples of exemplary and mistake-laden practices within public and private sector organizations. A 'must-read' for scholars, students, and practitioners interested in organizational conflict." - Neil H. Katz, professor, Conflict Analysis and Resolution, Nova-Southeastern University "Conflict management skills are essential to a manager's success. Raines, a leading scholar and practitioner, provides a comprehensive and strategic new guide to these critical skills and how to use them in any organization." - Lisa Blomgren Bingham, Keller-Runden Professor of Public Service, School of Public and Environmental Affairs, Indiana University

The Promise of Mediation Robert A. Baruch Bush 2004-10-25 The award-winning first edition of *The Promise of Mediation*, published ten years ago, is a landmark classic that changed the field's understanding of the theory and practice of conflict intervention. That volume first articulated the "transformative model" of mediation, which greatly humanized the vision of how the mediation process could help parties in conflict. In the past decade, the transformative model has proved itself and gained increasing acceptance. It is now being used in such diverse arenas as workplace, community, family, organizational, and public policy conflicts, among others. In this new edition, the authors draw on a decade of work in theory development, training, practice, research, and assessment to present a thoroughly revised and updated account of the transformative model of mediation and its practical application, including a compelling description of how the field has moved toward increasing acceptance of the transformative model a new and clearer presentation of the theory and practices of transformative mediation, with many concrete examples a new case study that provides a vivid picture of the model in practice, with a commentary full of new information about how to use it effectively clarifications of common misconceptions about the model a vision for the future that shows how the model can coexist with other approaches and where the "market" for transformative mediation is emerging This volume is a foundational resource on transformative practice, for both readers of the first edition and new readers - including mediators, facilitators, lawyers, administrators, human resource professionals, policymakers, and conflict resolution researchers and educators. More generally, this book will strike a chord with anyone interested in humanizing our social institutions and building on a relational vision of society.

Own It! Wendy Sage-Hayward 2022-11-15 Very few enterprising families focus on building an owner's mindset in family members. They are busy working and growing their enterprises (rightly so), which prioritizes and values the management role over the ownership role. Many rising generation family members do not choose the path of ownership but are simply born into it. Given these typical patterns, it is not surprising that there is little focus on valuing and building an educated owner to steward the family's assets for future generations. This book serves as a resource and support tool to help enterprising families learn and develop thoughtful, capable ownership by investing in and nurturing an owner's mindset. This includes building "ownership literacy," along with a genuine sense of stewardship. It offers a learning structure and approach for each stage of an owner's development across the lifespan (from earliest years to retirement), taking into consideration the lifecycle stages of the family. The authors make clear that ownership development shouldn't be confined to earlier ages; any owner at any age can gain ownership-related perspective and skills that can contribute to greater family harmony and business success. The book provides enterprising families and their advisors with examples and practical advice for the promotion of knowledge, skills, and capabilities that incorporate a broad range of topics spanning from personal and interpersonal, to leadership and wealth, to business, ownership, and financial.

Designing the Customer-Centric Organization Jay R. Galbraith 2011-01-06 *Designing the Customer-Centric Organization* offers today's business leaders a comprehensive customer-centric organizational model that clearly shows how to put in place an infrastructure that is organized around the demands of the customer. Written by Jay Galbraith (the foremost expert in the field of organizational design), this important book includes a tool that will help determine how customer-centric an organization is- light-level, medium-level, complete-level, or high-level- and it shows how to ascertain the appropriate level for a particular institution. Once the groundwork has been established, the author offers guidance for the process of implementing a customer-centric system throughout an organization. *Designing the Customer-Centric Organization* includes vital information about structure, management processes, reward and management systems, and people practices.

Creating a Mentoring Culture Lois J. Zachary 2011-03-10 In order to succeed in today's competitive environment, corporate and nonprofit institutions must create a workplace climate that encourages employees to continue to learn and grow. From the author of the best-selling *The Mentor's Guide* comes the next-step mentoring resource to ensure personnel at all levels of an organization will teach and learn from each other. Written for anyone who wants to embed mentoring within their organization, *Creating a Mentoring Culture* is filled with step-by-step guidance, practical advice, engaging stories, and includes a wealth of reproducible forms and tools.

Resolving Conflicts at Work Kenneth Cloke 2011-01-06 Here is a completely updated edition of the best-selling *Resolving Conflicts at Work*. This definitive and comprehensive work provides a handy guide for resolving conflicts, miscommunications, and misunderstandings at work and outlines the authors' eight strategies that show how the inevitable disputes and divisions in the workplace actually provide an opportunity for greater creativity, productivity, enhanced morale, and personal growth. This new edition includes current case studies that put the focus on leadership, management, and how organizations can design systems to change a culture of avoidance into a culture of creative conflict. The result is a more practical book for today's companies and the people who work in them.

Construction Conflict Management and Resolution P. Fenn 2003-09-02 This book brings together over 40 papers presented at the 1992 International Construction Conflict Management & Resolution Conference held in Manchester, UK. Six themes are covered, including alternative dispute resolution, conflict management, claims procedures, litigation and arbitration, international construction, and education and the future. With papers from arbitrators, architects, barristers, civil engineers, chartered surveyors and solicitors, this book represents the first multi-disciplinary body of knowledge on Construction Conflict and will act as a unique source of reference for both legal and construction professionals.

Organizational Change Tupper F. Cawsey 2015-04-17 Awaken, mobilize, accelerate, and institutionalize change. With a rapidly changing environment, aggressive competition, and ever-increasing customer demands, organizations must understand how to effectively adapt to challenges and find opportunities to successfully implement change. Bridging current theory with practical applications, *Organizational Change: An Action-Oriented Toolkit, Third Edition* combines conceptual models with concrete examples and useful exercises to dramatically improve the knowledge, skills, and abilities of students in creating effective change. Students will learn to identify needs, communicate a powerful vision, and engage others in the process. This unique toolkit by Tupper Cawsey, Gene Deszca, and Cynthia Ingols will provide readers with practical insights and tools to implement, measure, and monitor sustainable change initiatives to guide organizations to desired outcomes.

Bringing Citizen Voices to the Table Carolyn J. Lukensmeyer 2012-11-07 This important resource offers seven field-tested strategies for public managers to help them maximize citizen engagement as they implement the President's Open Government Directive. The Core Strategies for Citizen Engagement are: Establish Links to Decision-Makers; Ensure Demographic Diversity; Create Opportunities for Informed Participation; Maximize Tools of Facilitated Deliberation; Discover Shared Priorities; Establish Clear Recommendations for Action; and Sustain Citizen Engagement. The book includes project and leadership case studies from major federal agencies that elucidate the seven strategies in the context of real-world issues and challenges.

Becoming a Conflict Competent Leader Craig E. Runde 2012-11-27 The Second Edition of this classic resource on conflict resolution combines research, conceptual models, practitioner experience, and stories that highlight the core conflict competencies. The book underscores the importance for leaders to develop the critical skills they need to help them, their colleagues, and their organizations deal more effectively with conflict and move their organizations forward. This new edition expands on the conflict competence model, includes new tools and techniques, shows how to develop conflict competent teams and organizations, and offers a new online assessment.

The Handbook of Dispute Resolution Michael L. Moffitt 2012-06-28 This volume is an essential, cutting-edge reference for all practitioners, students, and teachers in the field of dispute resolution. Each chapter was written specifically for this collection and has never before been published. The contributors--drawn from a wide range of academic disciplines--contains many of the most prominent names in dispute resolution today,

including Frank E. A. Sander, Carrie Menkel-Meadow, Bruce Patton, Lawrence Susskind, Ethan Katsh, Deborah Kolb, and Max Bazerman. The Handbook of Dispute Resolution contains the most current thinking about dispute resolution. It synthesizes more than thirty years of research into cogent, practitioner-focused chapters that assume no previous background in the field. At the same time, the book offers path-breaking research and theory that will interest those who have been immersed in the study or practice of dispute resolution for years. The Handbook also offers insights on how to understand disputants. It explores how personality factors, emotions, concerns about identity, relationship dynamics, and perceptions contribute to the escalation of disputes. The volume also explains some of the lessons available from viewing disputes through the lens of gender and cultural differences.

Organizational Culture and Leadership Edgar H. Schein 2010-07-16 Regarded as one of the most influential management books of all time, this fourth edition of Leadership and Organizational Culture transforms the abstract concept of culture into a tool that can be used to better shape the dynamics of organization and change. This updated edition focuses on today's business realities. Edgar Schein draws on a wide range of contemporary research to redefine culture and demonstrate the crucial role leaders play in successfully applying the principles of culture to achieve their organizational goals.

The Jossey-Bass Handbook of Nonprofit Leadership and Management David O. Renz 2016-08-15 The go-to nonprofit handbook, updated and expanded for today's leader The Jossey-Bass Handbook of Nonprofit Leadership and Management is the bestselling professional reference and leading text on the functions, processes, and strategies that are integral to the effective leadership and management of nonprofit and nongovernmental organizations. Now in its fourth edition, this handbook presents the most current research, theory, and practice in the field of nonprofit leadership and management. This practical, relevant guide is invaluable to the effective practice of nonprofit leadership and management, with expanded attention to accountability, transparency, and organizational effectiveness. It also extensively covers the practice of social entrepreneurship, presented via an integrative perspective that helps the reader make practical sense of how to bring it all together. Nonprofit organizations present unique opportunities and challenges for meeting the needs of societies and their communities, yet nonprofit management is more complex and challenging than ever. This Handbook provides a framework to help you lead and manage efficiently and effectively in this new environment. Building on solid current scholarship, the handbook provides candid, practical guidance from nationally-recognized leaders who share their insights on: The relationship between board performance and organizational effectiveness Managing internal and external stakeholder relationships Financial viability and sustainability and how to enhance both for the long term Strategies to successfully attract, retain, and mobilize the very best of staff and volunteers The fourth edition of the handbook also includes content relevant to associations and membership organizations. The content of the handbook is supplemented and enriched by an extensive set of online supplements and tools, including reading lists, web references, checklists, PowerPoint slides, discussion guides, and sample exams. Running your nonprofit or nongovernmental organization effectively in today's complex and challenging environment demands more knowledge and skill than ever, deployed in a thoughtful and pragmatic way. Grounded in the most useful modern scholarship and theory, and explained from the perspective of effective practice, The Jossey-Bass Handbook of Nonprofit Leadership and Management is a pivotal resource for successful nonprofit leaders in these turbulent times.

Developing Your Conflict Competence Craig E. Runde 2010-01-29 A practical resource, this book combines tips, checklists, exercises, and stories to outline concrete processes that improve the way leaders, managers, and anyone within an organization responds to conflict. Beginning with a series of questions and self-diagnostics, the authors show you how to: maintain emotional balance in the face of conflict; implement constructive communications techniques; help others deal with conflicts that are causing organization problems; establish norms for handling conflict; use specific approaches for addressing conflict more effectively. "A must-have guidebook for the new age of global business. This book shows every leader how to turn feelings of fear into feelings of safety, suspicion into trust, and competitiveness into collaboration." --Jim Kouzes, coauthor of the best-selling book The Leadership Challenge and Dean's Executive Professor of Leadership, Leavey School of Business, Santa Clara University "Craig Runde and Tim Flanagan use their vast experience to give us Developing Your Conflict Competence. Move beyond negative workplace conflict to positive and constructive outcomes with the simple tools and suggestions in this must-read field guide!" --Marshall Goldsmith, best-selling author of What Got You Here Won't Get You There, Succession: Are You Ready?, and the upcoming MOJO "I've read the authors' first two books, Becoming a Conflict Competent Leader and Building Conflict Competent Teams. Their latest book pulls it all together by providing models, examples, and thought-provoking insight. It will be required reading for my senior management team." --Deborah Jallad, president/chairman, Accredited Surety and Casualty Company, Inc.

The Study and Practice of Global Leadership Gama Perruci 2022-03-07 The first book in this three-part mini series is dedicated to the connection between globalization and the field of leadership. The book is divided into three parts: The Connection between Leadership and the Global Context; The Impact of Globalization on the Study of Leadership; and The Impact of Globalization on the Practice of Leadership.

Cross-Cultural Collaboration and Leadership in Modern Organizations Erbe, Nancy D. 2015-06-29 As many organizations expand, it becomes increasingly important to implement collaboration and leadership practices that help ensure their overall success. Being able to work and lead effectively in diverse settings can greatly benefit individual employees and the organization as a whole. Cross-Cultural Collaboration and Leadership in Modern Organizations provides an interdisciplinary analysis of how organizations can responsibly embrace complex problem-solving and creative decision making. Providing essential practical tools and critical guidelines, this publication is a necessary reference source benefiting business professionals, managers, researchers, and students interested in leadership and collaboration strategies and their application to various disciplines such as human resources management, professional development, organizational development, and education.

Conflict, Power, and Organizational Change Deborah A. Colwill 2021-08-23 A capacity for learning, adapting, and changing is an important facet of organizational resilience. What is involved in generative organizational change? Is it an event, a process, or constantly ongoing? What makes organizational change "good" for the organization? Who has the power to decide what is "good" for the organization and its members? How is it decided? What if there is strong disagreement or conflict? How is that handled? What is the role of organizational members and leaders in these discussions? As these questions demonstrate, the triad of change, power and conflict are intimately linked. The purpose of this book is to explore the topics of change, power and conflict as they relate to the experiences of everyday organizational life. It will provide readers the opportunity to reflect critically on their own local experience and involvement in organizations and to glean actionable wisdom for meaningful engagement and impactful contributions to their organization(s) in the present and future. Conflict, Power, and Organizational Change will be of interest to students, researchers, academics and professional colleagues interested in the fields of business and organizational studies, especially those wanting to get acquainted with the concepts of change, power and conflict in contemporary organizational settings.

Managing Politics and Conflict in Projects Brian Irwin 2008 Managing Politics and Conflict in Projects is an easy-to-read, no-nonsense guide that walks you through the "soft" issues of project management, including communicating, negotiating, and influencing skills that are vital to your project success. Understand your organization's political climate and culture and ascend the corporate ladder to the next level as a project manager. Learn how to deal with political issues requiring complex organizational and interpersonal skills, using valuable review points, tips, and a fictional narrative illustrating the book's main points. •Improve and develop your leadership, interpersonal, and communications skills •Negotiate your political environment •Acknowledge and overcome challenges inherent in project management •Enhance your career by effectively utilizing politics and conflict •Recognize and interpret the barriers of communication •Be prepared to enter into a negotiation •Overcome cultural challenges

The Handbook of Conflict Resolution Morton Deutsch 2006-09-18 The Handbook of Conflict Resolution, Second Edition is written for both the seasoned professional and the student who wants to deepen their understanding of the processes involved in conflicts and their knowledge of how to manage them constructively. It provides the theoretical underpinnings that throw light on the fundamental social psychological processes involved in understanding and managing conflicts at all levels—interpersonal, intergroup, organizational, and international. The Handbook covers a broad range of topics including information on cooperation and competition, justice, trust development and repair, resolving intractable conflict, and working with

culture and conflict. Comprehensive in scope, this new edition includes chapters that deal with language, emotion, gender, and personal implicit theories as they relate to conflict.

The Complete Guide to Conflict Resolution in the Workplace Marick Francis Masters 2002 People thrive on conflict in most areas of their lives - football games, political debates, legal disputes - yet steer clear from workplace conflicts. But conflict is actually a healthy way to challenge the existing order and essential to change in the workplace. The real problem is not conflict per se, but managing conflict. This authoritative manual explains step by step how to design a complete conflict resolution system and develop the skills to implement it. Packed with exercises, case studies, and checklists, the book also supplies: * an overview of workplace conflict * diagnostic tools for measuring it * techniques for resolving conflict, such as negotiation, labor/management partnerships, third-party dispute resolution, mediation, arbitration, more." "

Human Resources Management for Public and Nonprofit Organizations Joan E. Pynes 2004-07-29 In this thoroughly revised and updated second edition of Human Resources Management for Public and Nonprofit Organizations, Joan E. Pynes--a respected authority in public administration--demonstrates how strategic human resources management is essential for proactively managing change in an environment of tighter budgets, competition from private organizations, the need to maintain and train a more diverse workforce, and job obsolescence brought about by shifts in technology. Complete with a free online instructor's manual, this new edition offers current compensation and budgetary guidance and helps practitioners navigate the newest legal and technological challenges and opportunities in human resource management.

Difficult Conversations Just for Women Sofia Santiago 2016-06-21 2018 EDITION"From the very first chapter, readers will know that they have stumbled onto something valuable, beginning with the authors' advice about the importance of not avoiding difficult conversations aimed at changing another person's behavior . . . Any woman who picks up this book will feel inspired, upon reaching its end, to courageously speak her mind."- Publisher's Weekly"Difficult Conversations Just for Women: Kill the Anxiety. Get What You Want carries a message that every woman needs to know, especially in this day and age; an expert guide on handling difficult conversations. The title of this book may lure readers into checking it out, but they won't be disappointed. What is most interesting about this book is that it offers just what readers need to know. . . No fluff, no babbling."- Readers' Favorite Every woman intuitively knows that the strategies recommended for men won't work for women. Men will be called leaders and women who do the same things will be called "bossy" (or worse). If she says "I feel" she may be considered hormonal. That's why other conflict-management books shortchange women in two crucial ways:1) They fail to acknowledge and address the challenges that women face, but men don't. (And I'm not talking about having to turn a banana sideways when eating it in public.)2) They neglect to explain that many of the strategies they recommend-when followed by a woman-will carry backlash. When it comes to difficult conversations, women struggle to find the right balance between being seen as too passive ("a doormat") or too aggressive ("a bitch.")Those and many more are the reasons why women avoid confrontation at all costs, make fewer requests for themselves than men, and end up not getting what they want or deserve. This book is based on scientific research, and it has been written just for women. Presented in a lively and entertaining style, DIFFICULT CONVERSATIONS JUST FOR WOMEN gives women specific techniques and wording to feel confident before, during, and after a difficult conversation, and to tackle confrontations effectively.

Virtual Teams That Work Cristina B. Gibson 2003-03-21 Virtual Teams That Work offers a much-needed, comprehensive guidebook for business leaders and managers who want to create the organizational conditions that will help virtual teams thrive. Each chapter in this important book focuses on best practices and includes case studies and illustrative examples from a wide variety of companies, including British Petroleum, Lucent Technologies, Ramtech, SoftCo, and Whirlpool Corporation. These real-life examples demonstrate how the principles identified in the book play out within virtual teams. Virtual Teams That Work shows how organizations can put in place the structure to help team members who speak different languages and have different cultural values develop effective ways of communicating when there is little opportunity for the members to meet face-to-face. The authors also reveal how organizations can implement performance management and reward systems that will motivate team members to cooperate across multiple boundaries. And they offer the information to determine which technologies best fit a variety of virtual-team tasks and the level of information technology support needed.

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