



# **The Manager's Conflict Resolution Handbook: A Practical Guide for Creating Positive Change**

*Ilayne J. Geller, David Cottrell*

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Managers spend an estimated 50 percent of their time dealing with conflict, which is also one of an organization's largest expenses. This book will help your management team approach conflicts as opportunities to produce positive outcomes for your team. The strategies in this book work! They provide a structure for handling conflict and information about what to do when the unexpected happens. The Manager's Conflict Resolution Handbook should be required reading for every manager on your team!

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