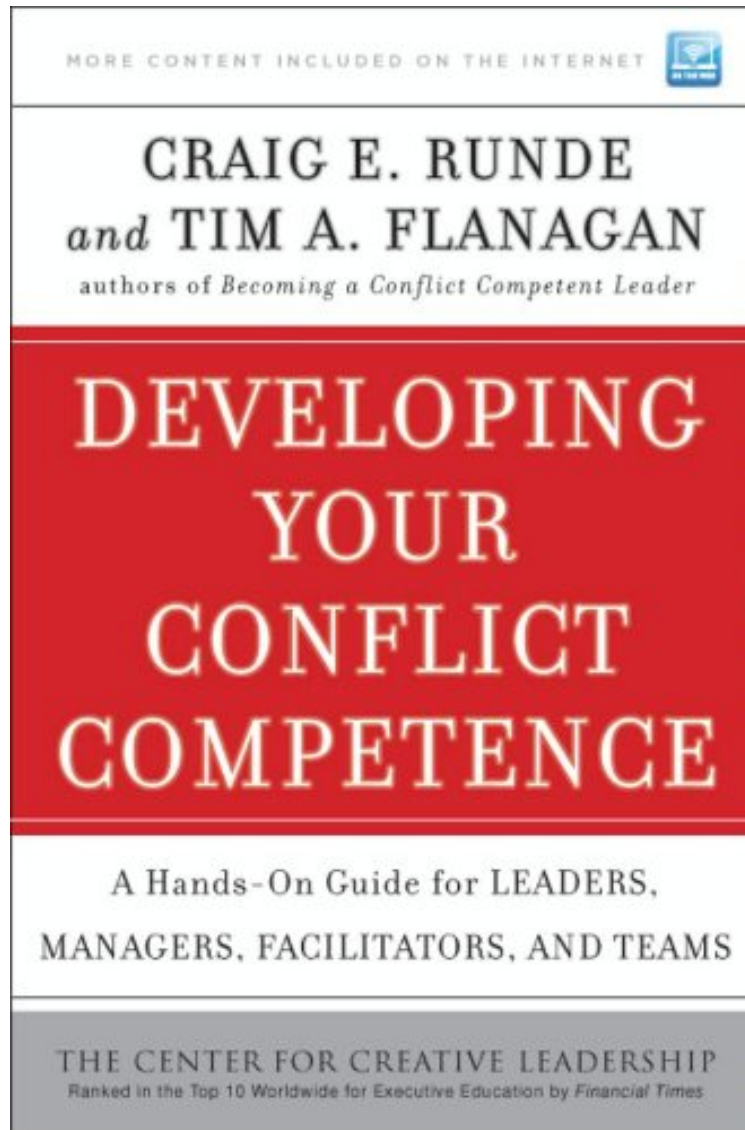


[Download free pdf] Developing Your Conflict Competence: A Hands-On Guide for Leaders, Managers, Facilitators, and Teams (J-B CCL (Center for Creative Leadership))

Developing Your Conflict Competence: A Hands-On Guide for Leaders, Managers, Facilitators, and Teams (J-B CCL (Center for Creative Leadership))

Craig E. Runde, Tim A. Flanagan
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Craig E. Runde, Tim A. Flanagan : Developing Your Conflict Competence: A Hands-On Guide for Leaders, Managers, Facilitators, and Teams (J-B CCL (Center for Creative Leadership)) before purchasing it in order to gauge whether or not it would be worth my time, and all praised Developing Your Conflict Competence: A Hands-On Guide for Leaders, Managers, Facilitators, and Teams (J-B CCL (Center for Creative Leadership)):

0 of 0 people found the following review helpful. Great resource!By CustomerI find this book to be a great tool to help me as a trainer/adjunct faculty. The content is at just the right level to provide the in-depth understanding of the authors' research on conflict. It also includes step-by-step instructions for running very effective activities and excercises that can be used with various types of groups. These activities are great for teasing out a solid, experiential understanding of conflict management.0 of 0 people found the following review helpful. Managing Your Conflict CompetenceBy Lindsey LaneGreat Book. Purchased this book for a class I was taking. Very useful and would highly recommend for anybody who is a manager.0 of 0 people found the following review helpful. Three StarsBy LaurenFound the book just 'okay' for what I was looking for.

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, this book shows 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. Thisbook 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 fieldguide!"--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. (edited by author)

From the Inside Flap Conflict is inevitable in any organization. Successful leaders know that if conflict is embraced rather than avoided it can lead to fresh opportunities, solutions, and results. *Developing Your Conflict Competence* is a practical book that offers a hands-on resource for leaders, managers, team members, and everyone within an organization who wants to sharpen their skills and learn to respond to conflict with confidence. This third book in the "conflict competent" series is filled with tips, checklists, exercises, and illustrative stories that offer insight into the nature of conflict and show how to handle conflict successfully. Throughout the book, authors Craig Runde and Tim Flanagan outline a concrete process for dealing with unavoidable workplace tensions and present a series of thought-provoking questions and self-diagnostics. *Developing Your Conflict Competence* is a comprehensive guide to managing disagreements, differences, and discord. It shows how an individual can practically help others deal with conflicts that are causing friction within an organization. Runde and Flanagan also give down-to-earth advice for dealing with discord within teams. They show how teams can establish norms for handling conflict by creating the right climate for discussing issues and using effective communications techniques. On a more global level, the authors present specific approaches for changing organizational culture so conflict can be addressed with effectiveness and immediacy. *Developing Your Conflict Competence* demonstrates how anyone confronted with conflict can cool down, slow down, and engage constructively. From the Back Cover Praise for *Developing Your Conflict Competence* "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."mdash;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!"mdash;Marshall Goldsmith, best-selling author of *What Got You Here Won't Get You There*, *Succession: Are You Ready?*, and the upcoming *MOJO* "Runde and Flanagan have taken their Conflict Competence Model to the next level. Their basic tenets of conflict competence: cool down, slow down, and engage constructively are proven techniques for moving from conflict to collaboration. Whether you are a manager, team leader, trainer, or simply interested in self-improvement, this is a must-have book for enhancing your conflict competence."mdash;Ed Nolan, managing director, Learning and Organizational Development, AAA Auto Club South "The quintessential guide to leveraging conflict for positive outcomes. Full of practical tools and examples, it is a must-have on your bookshelf."mdash;Erica Bader Sorrell, executive director, Management and Executive Education, Rollins College "The hands-on tools outlined in *Developing Your Conflict Competence* were instrumental in developing the ability of our refueling outage leadership team to deal with thousands of competing activities, hundreds of temporary employees, and long work hoursmdash;a natural recipe for conflict. As we prepare for future refueling outages, we continue to spread the book's teachings to our permanent staff and supplemental workforce."mdash;Chris Schwarz, site vice president, Palisades Nuclear Power Station Entergy "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."mdash;Deborah Jallad, president/chairman, Accredited Surety and Casualty Company, Inc.

About the Author Craig E. Runde is director of the Center for Conflict Dynamics at Eckerd College. Tim A. Flanagan is director of Custom Programs at the Leadership Development Institute at Eckerd College. Runde and Flanagan are the authors of *Building Conflict Competent Teams* and *Becoming a Conflict Competent Leader* (both from Jossey-Bass). Visit the authors' web site at www.conflictcompetent.com. The Center for Creative Leadership (CCLreg;) is a top-ranked, global provider of executive education that develops better leaders through its exclusive focus on leadership education and research. Founded in 1970 as a nonprofit, educational institution, CCL helps clients worldwide cultivate creative leadershipmdash;the capacity to achieve more than imagined by thinking and acting beyond boundariesmdash;through an array of programs, products, and other services.