



The Manager's Guide to Mediating Conflict

Alison Love

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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 manager's concerned about how to deal with conflict at work.

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