

**DAVID LIDDLE**

Order Now  
and Save  
**20%**

# MANAGING CONFLICT

**A PRACTICAL GUIDE TO  
RESOLUTION IN THE WORKPLACE**

**CIPD**



Kogan Page

Conflict in the workplace is a perennial problem for organizations. It negatively affects both people and profits as employee morale and productivity fall. **Managing Conflict** is the essential guide for HR professionals needing to tackle these problems by not only resolving current issues but also preventing future instances of conflict.

This book covers interpersonal relationships, boardroom disputes, disputes in the supply chain, disputes with shareholders, commercial disputes and customer complaints. It also includes practical toolkits to help managers, HR teams and employees successfully mitigate and resolve conflict. Packed with best practice case studies from around the world, **Managing Conflict** is an indispensable guide for all HR professionals.

*"[H]elpfully combines the theory and psychology behind conflict with hands on, practical tips to managing conflict"*

Kirsty Devine, Head of US HR & Global Projects, Financial Times

*"[A] practical, pragmatic and essential guide"*

Martin Blackburn, UK People Director, KPMG

#### About the author:

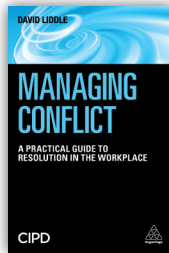
**David Liddle** is the CEO of the TCM Group, the UK's leading mediation and resolution consultancy. Having implemented over three hundred integrated conflict management systems, David is a leading authority on all aspects of workplace mediation and resolution. David is also the founding president of the Professional Mediators' Association (PMA), the founder of the Collaborative Justice Institute and an engagement guru for Engage for Success.

ISBN: 9780749480882

Published: 03/09/2017

RRP: ~~£29.99~~ £23.99

For more information and a free sample chapter visit [www.koganpage.com/ManagingConflict](http://www.koganpage.com/ManagingConflict)



Visit [www.koganpage.com/corporate](http://www.koganpage.com/corporate) to learn about bulk discounts and custom publishing opportunities for your organization.

Save 20% Use discount code  
**FHRMANAGECONFLICT20** at  
[www.koganpage.com](http://www.koganpage.com)

Follow us on Twitter: @KPCoachHR



#ManagingConflict

\*The 20% discount applies to this book and to individuals or educational institutions only. The discount code cannot be used in conjunction with any other offer.

