



## What To Do When Conflict Happens

*Steve Ventura, Eric Harvey*

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## **What To Do When Conflict Happens** Steve Ventura, Eric Harvey

Help your people become PROBLEM SOLVERS! Conflict between team members is inevitable. Sooner or later, somebody will get in a beef with someone else and there's a good chance they won't have a clue what to do about it. As a result, they'll likely either: explode in a fit of anger making things even worse let the problem fester and eventually impact others, or go running to the boss creating even more work (and headaches) for him or her. Sound familiar? Well, it doesn't have to be that way and this handbook will help you change it! What To Do When CONFLICT HAPPENS encourages employees to take ownership of their own problems. It provides team members with the skills and techniques necessary to resolve interpersonal issues they face at work. And, it includes proven leadership strategies for enhancing workplace cooperation and problem solving. Don't wait. The cost of poorly handled conflict is too high. Give everyone in your organization a copy ... TODAY!

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