



# **Taking Charge of Organizational Conflict: A Guide to Managing Anger and Confrontation**

*David Cowan*

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Exploring the role of conflict in organisations, this book helps managers, employees, and organisations come to grips with all types of conflict. Conflict is discussed as a likely result of human interaction, and the key purpose of this program is to assist people in effectively and productively managing and taking advantage of these inevitable conflict situations. A self-contained training curriculum around which an entire organisational conflict management program can be built, this book is designed for use as a guide to harnessing and taking advantage of the enormous energy associated with conflict, and is loaded with activities designed to reinforce and build on the understandings developed and to provide plenty of opportunity to practice what has been learned. Activities can be used to facilitate formal training with individuals, in work groups, or for personal use.

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