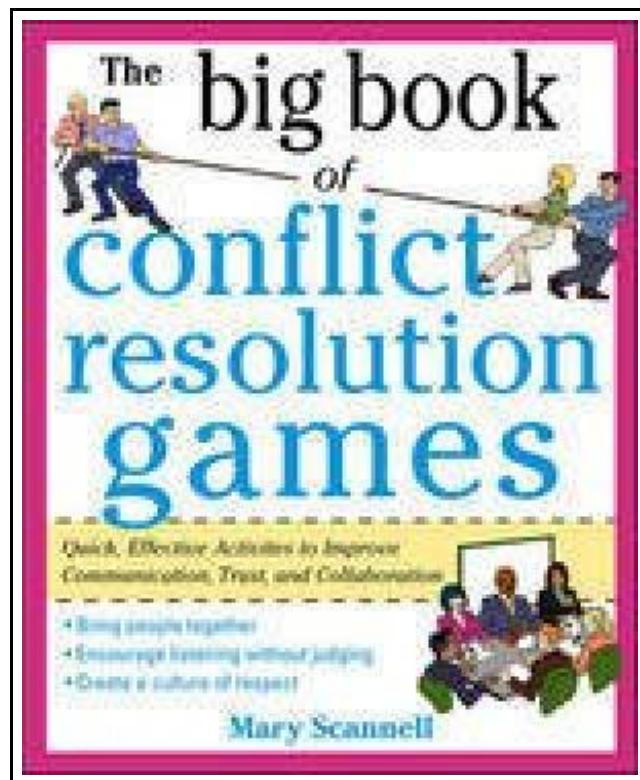


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Tata McGraw-Hill Education Pvt. Ltd., 2010. Hardcover. Book Condition: New. First edition. Make workplace conflict resolution a game that EVERYBODY wins! Recent studies show that typical managers devote more than a quarter of their time to resolving coworker disputes. The Big Book of Conflict-Resolution Games offers a wealth of activities and exercises for groups of any size that let you manage your business (instead of managing personalities). Part of the acclaimed, bestselling Big Books series, this guide offers step-by-step directions and customizable tools that empower you to heal rifts arising from ineffective communication, cultural/personality clashes, and other specific problem areas?before they affect your organization's bottom line. Let The Big Book of Conflict-Resolution Games help you to: * Build trust * Foster morale * Improve processes * Overcome diversity issues * And more Dozens of physical and verbal activities help create a safe environment for teams to explore several common forms of conflict?and their resolution. Inexpensive, easy-to-implement, and proved effective at Fortune 500 corporations and mom-and-pop businesses alike, the exercises in The Big Book of Conflict-Resolution Games delivers everything you need to make your workplace more efficient, effective, and engaged. Table of contents Chapter 1. Understanding Conflict How Do You See It? Positive Spin Step by Step Conflict Close-Up Bull?e's-Eye Note to Self Anything Goes Beach Ball Pass Helium Hoop Check It Out Pins and Needles Chapter 2. Communication You Don?t Say The Way We See It I?m Listening Mimes One Question Re-Creation Pass the Chips Keys to Communication On the Run Supply Closet The Butler Did It Chapter 3. Diversity Another Name Game Common Uncommon Diversity Pays It?s Classified In or Out? Take a Walk What a Bunch of Characters Chapter 4. Trust Two Truths and a Lie?with a Twist! Five and Five Single File Words of Wisdom Word Search...



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