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Business & Economics

Work With Me! Resolving Everyday Conflict in Your Organization
Gini Graham Scott
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How do you handle an unresponsive manager, a backstabbing coworker, a complainer, a worrier or anger in the workplace? There isn't a workplace in the world that doesn't encounter some type of conflict at one time or another. *Work With Me!* is about resolving conflict in an organizational environment by helping readers analyze situations and possible options before coming up with a solution to a workplace issue. It doesn't delude people into thinking that every situation can be fixed and even mentions that sometimes leaving a bad situation alone may be the best option.

A nationally known organizational consultant and seminar leader with more than thirty books, Scott presents in this book a method she's developed from years of experience. The ERI (Emotion Reason Intuition) model is a common sense approach that can be applied to any conflict situation. It deals with two very important contributors to conflict-emotions and miscommunications-and discusses tools for managing emotions and strategies for resolving communication problems.

The book is written in a conversational style with lots of practical examples. It's full of tips and worksheets to actually walk readers through analyzing situations and possible options for action. Scott recognizes that different situations call for different conflict styles that could vary depending on organizational factors and personality differences.

No book on conflict is complete without a chapter on dealing with difficult people, and Scott handles this effectively without too much stereotyping. She presents alternative ways of dealing with "The Naysayer," "The Control Freak," and various other personalities. She also urges readers not to ignore their intuitive feelings regarding situations. The book makes the point that there is no cookie cutter approach to resolving conflict, but that applying reason in a structured way and in a style appropriate to the situation is most effective.

Cindy Patuszynski