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Working Relationships: The Simple Truth about Getting Along with Friends and Foes at Work

Bob Wall
Davies-Black Publishing (Sep 25, 1999)
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Do you love your job, but find relationships with your boss or fellow workers difficult? Wall, a clinical psychologist with twenty years of experience as a consultant to multinational corporations, nonprofit organizations and government agencies, says that many good workers quit or are fired from jobs they love not because of poor performance, but because interpersonal problems with co-workers or superiors have made teamwork difficult or impossible.

Wall gives clear and insightful analysis and advice on topics such as: determining how to handle personal versus professional work relationships, breaking down the wall of silence that prevents conversations that are “dying to happen,” identifying the “real” problem in dysfunctional work relationships, providing tools for raising and dealing with difficult issues, managing the emotions of conflict, building communication and trust and job satisfaction

In Working Relationships, Wall engages the reader in a conversation about work that is at once probing and pleasant. Designed to be “a workshop in written form,” the book provides the information necessary to broaden understanding of the nature of successful workplace relationships, concepts that are not usually taught in business schools nor easily learned on the job. Thirty exercises allow readers to explore their personal attitudes and beliefs, case studies enliven the text and clear directions are given as to how to practice the newly acquired skills that repair poor workplace relationships and make good ones even better.

According to Wall, one can have wide-open professional relationships and argue passionately about differing points of view at work without taking things personally and can build warm personal relationships for connection, mutual support and friendship.

Whether one is at the bottom, middle or top of the workplace hierarchy, anyone who works for a living will find the information in Working Relationships to be of vital importance.
KRISTINE MORRIS (September / October 1999)

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