

图书基本信息

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内容概要

Becoming a Conflict Competent Leader combines research, conceptual models, practitioner experience, and stories that highlight the core conflict competencies. The book underscores the importance for leaders to develop the critical skills they need to help them, their colleagues, and their organizations deal more effectively with conflict and move their organizations forward.

书籍目录

Foreword (John R. Alexander). Preface. 1. The What and Why of Conflict Competent Leaders. 2. Understanding Conflict Dynamics. 3. Self-Awareness, Self-Control. 4. Preventing Destructive Responses to Conflict. 5. Fostering Constructive Responses to Conflict. 6. Building Conflict Competent Organizations. Epilogue. Resources. References. The Authors. Index. About the Center for Creative Leadership.

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