



Resolving Conflicts at Work: A Complete Guide for Everyone on the Job

Kenneth Cloke, Joan Goldsmith

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Create a new sense of yourself in your organization, a new direction in your life, and a new understanding of your adversaries with this highly practical guide for resolving conflicts, miscommunications, and misunderstandings at work. Two veteran professionals show you how conflicts-and the process of resolving them-can offer extraordinary opportunities for personal growth, deeper and more satisfying relationships, and enhanced morale.

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