



# **Conflict Management for Managers: Resolving Workplace, Client, and Policy Disputes (Jossey-Bass Business & Management)**

*Susan S. Raines*

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“Raines masterfully blends the latest empirical research on workplace conflict with practical knowledge, skills, and tools to effectively manage and prevent a wide range of conflict episodes. This is a highly applicable ‘top shelf book’ that will assist anyone from the aspiring manager to top level management and leadership in the public, private, and nonprofit sectors. It will also be a fast favorite of professors, trainers, and students of business and conflict management.”

- **Brian Polkinghorn**, Distinguished Professor, Center for Conflict Resolution, Salisbury University.

“With her broad dispute resolution, teaching, and editing experience, Susan Raines is uniquely qualified to organize what is known about conflict management in the workplace. She has succeeded in providing private, public, and nonprofit managers with accessible concepts and tools to deal effectively with the internal and external conflicts they must confront every day. Essential reading for all managers!”

- **Alan E. Gross**, senior director, training coordinator, New York Peace Institute

“After reading an advance copy of Raine’s impressive book, I can’t wait to begin to use it as a seminal text in my classes in organizational conflict. I am amazed at her ability to cover so well such disparate subjects as systems design, public policy disputes, small and large group processes, customer conflicts, conflicts in a unionized environment, and conflicts within regulatory contexts. Her user-friendly writing style is enhanced by her salient examples of exemplary and mistake-laden practices within public and private sector organizations. A ‘must-read’ for scholars, students, and practitioners interested in organizational conflict.”

- **Neil H. Katz**, professor, Conflict Analysis and Resolution, Nova-Southeastern University

“Conflict management skills are essential to a manager’s success. Raines, a leading scholar and practitioner, provides a comprehensive and strategic new guide to these critical skills and how to use them in any organization.”

- **Lisa Blomgren Bingham**, Keller-Runden Professor of Public Service, School of Public and Environmental Affairs, Indiana University

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