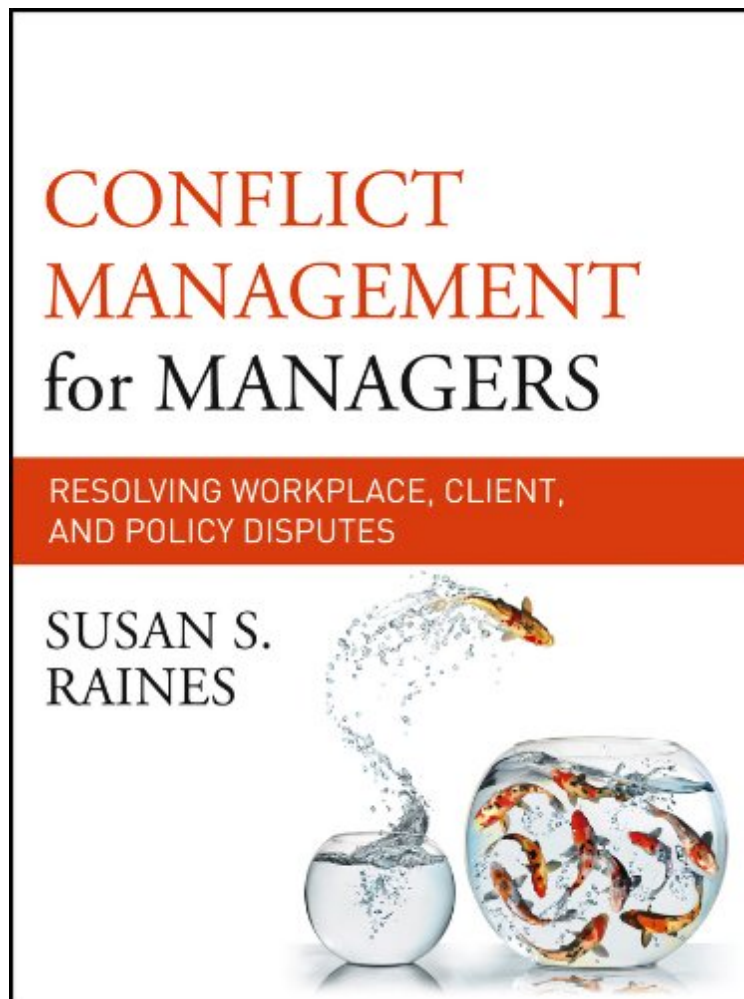


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## Conflict Management for Managers: Resolving Workplace, Client, and Policy Disputes (Jossey-Bass Business Management)

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About the Author Susan S. Raines, Ph.D. is an associate professor at Kennesaw State University and editor-in-chief of Conflict Resolution Quarterly