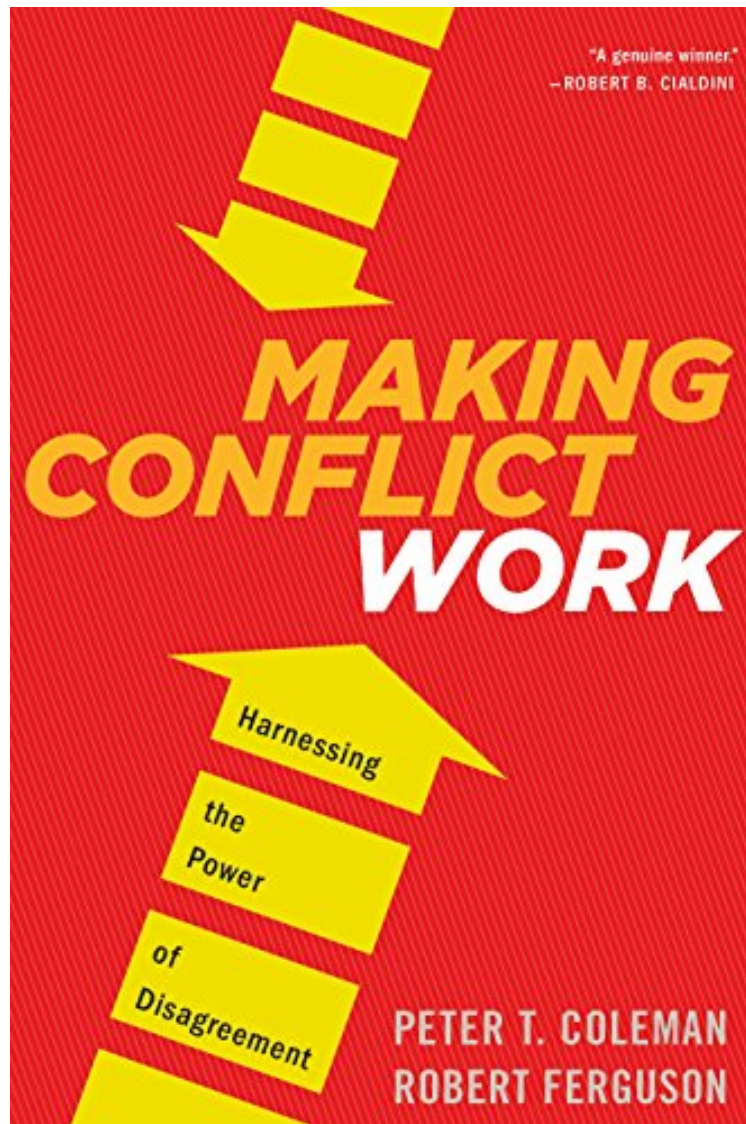


Making Conflict Work: Harnessing the Power of Disagreement

Peter T. Coleman, Robert Ferguson

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Peter T. Coleman, Robert Ferguson : Making Conflict Work: Harnessing the Power of Disagreement before purchasing it in order to gauge whether or not it would be worth my time, and all praised Making Conflict Work: Harnessing the Power of Disagreement:

2 of 2 people found the following review helpful. Making our team workBy Sherry WattsI received this book from and got as far as the introduction and the first chapter when I found the answer to a challenge I have been dealing with at the nonprofit where I serve on the board. I convened two meetings with the players involved in two different issues. I read to them from Chapter One about the concept of "power with," and asked them to share with each other what challenges they were having, so we could look for solutions together. By the end of the day we found solutions

well beyond anything we could have expected a day earlier. As I read the rest of the book, I found other strategies for managing difficulties involving employees and volunteers who just were not a good fit, and realized that sometimes I had to use "power override" to achieve the goals of the organization. The book put many different situations in perspective and inspired me to use different strategies in different conflicts. The big lesson I learned from the book is that power comes in different forms and I need to be flexible to use my power appropriately. A very practical book!

1 of 1 people found the following review helpful. A great resource for levels at all levels

By James Petrilla

Having started and grown a successful business, I can attest to the importance of working with conflict as a fundamental leadership skill. While other books offer general advice, or assume that most people want to cooperate during a disagreement, this is the best book I've read for realistically addressing the many different kinds of conflict in the workplace, and for offering smart, practical advice on how to deal with every conflict situation. It is also the only book I have found that deals realistically and in detail with how to deal with differences in power within an organization when people disagree. On top of all this, the book is well written and full of entertaining stories. I highly recommend it.

0 of 0 people found the following review helpful. New Perspective on Addressing Conflict in Our Lives

By David T.

The authors clearly and systematically elucidate the advantages and pitfalls of both high and low power in conflict, thereby empowering both superiors and subordinates to navigate conflict more effectively.

"This book is a necessity. Read it." —Leymah Gbowee, 2011 Nobel Peace Prize laureate and Liberian peace activist

"Innovative and practical." —Lawrence Susskind, cofounder, Program on Negotiation, Harvard Law School

Every workplace is a minefield of conflict, and all office tension is shaped by power. This book teaches you to identify the nature of a conflict, determine your power position relative to anyone opposing you, and to use the best strategy for achieving your goals. These strategies are equally effective for executives, managers and their direct reports, consultants and attorneys—anyone who has ever had a disagreement with someone in their organization. Packed with helpful self-assessment exercises and action plans, *Making Conflict Work* gives you the tools you need to achieve greater satisfaction and success.

"Navigating conflict effectively is an essential component of leadership." *Making Conflict Work* illustrates when to compromise and when to continue driving forward.

—Honorable David N. Dinkins, 106th mayor of the City of New York

"An excellent workbook-like guide."

—Booklist, starred review

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