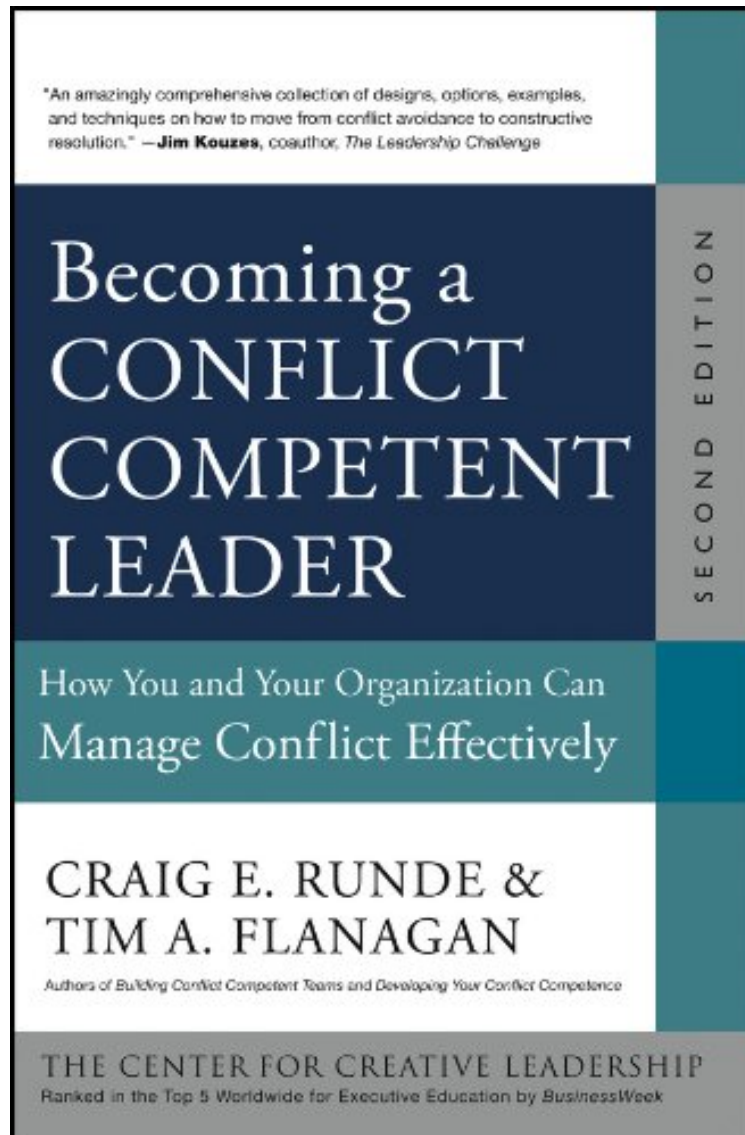


(Download) *Becoming a Conflict Competent Leader: How You and Your Organization Can Manage Conflict Effectively* (J-B CCL (Center for Creative Leadership))

Becoming a Conflict Competent Leader: How You and Your Organization Can Manage Conflict Effectively (J-B CCL (Center for Creative Leadership))

Craig E. Runde, Tim A. Flanagan

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Craig E. Runde, Tim A. Flanagan : *Becoming a Conflict Competent Leader: How You and Your Organization Can Manage Conflict Effectively* (J-B CCL (Center for Creative Leadership)) before purchasing it in order to gage whether or not it would be worth my time, and all praised *Becoming a Conflict Competent Leader: How You and Your Organization Can Manage Conflict Effectively* (J-B CCL (Center for Creative Leadership)):

0 of 0 people found the following review helpful. Bought as a text, use as a resourceBy YiayiaMouseRequired text for a Ph.D. program, but really a great resource for anyone seeking to better understand their own conflict responses and to improve the conflict resolution experience for themselves and their conflict partners. Wish they would teach this stuff in HS or first year of college!0 of 0 people found the following review helpful. A great help for my coaching clients!By Camille HarrisThis book is an excellent resource for coaches and other performance management personnel who want to help leaders become more aware of their constructive and destructive responses to conflict and who also want to help them strengthen their skills in responding to conflict. I have been using this book, along with a companion online resource, the Conflict Dynamics Profile-Individual (CDP-I), to help my coaching clients learn about their responses to conflict and also to help them work with others to develop healthier responses to conflict. It is working wonders with my clients in managing both personal and workplace conflict! Highly recommended!Camille Harris, LCSWProfessional CoachLaMountain Associates[...]7 of 8 people found the following review helpful. A How-to Guide for Managing ConflictBy Carolyn ThornlowAfter reading this book, I asked myself what the take-away was. Essentially, it is that everyone has at least one hot-button. It is natural and customary to have emotional reactions. The authors refer to a "refractory period when the emotion holds sway over our rationality." However, just because we're hardwired this way doesn't mean that the affects are acceptable or desirable. Outbursts and, what the authors refer to as cycles of retaliation, erode relationships and can infect whole organizations.The authors courageously confront the reader with the notion that if people are "... really honest with themselves, during conflict many resort to tactics and behaviors designed to cause discomfort, delay progress, disrupt communication, or even inflict pain." However, there are alternatives: one can take a breath, find a new sense of control and choose a better way to communicate.Essentially, they point to what it means to be emotionally mature. But that's the rub. Not every organization will be so lucky to be comprised of consistently mature, healthy adults, their professional skills notwithstanding. Thus, it is every leader's responsibility to recognize that managing conflict is as important as managing the more quantifiable aspects of business.How to do this is not especially complex nor novel. As a matter of fact, they're the same skills as good parenting skills. For leaders who may have not conceptualized their roles to include this or, more honestly, would rather ignore conflict in the hopes that it will just go away, the book gives some valuable tips. It shows how to spot conflict and identify the ways in which it can show up -- not every conflict is a loud brawl and the insidious quiet ones can be just as if not more damaging. More importantly, it gives instruction on how leaders can and should deal with it constructively.

The Second Edition of this classic resource on conflict resolution 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. This new edition expands on the conflict competence model, includes new tools and techniques, shows how to develop conflict competent teams and organizations, and offers a new online assessment.

"An amazingly comprehensive collection of designs, options, examples, and techniques on how to move from conflict avoidance to constructive resolution."mdash;Jim Kouzes, coauthor, *The Leadership Challenge* Praise for Craig E. Runde and Tim A. Flanagan's *Books Building Conflict Competent Teams* "A comprehensive, thoroughly researched guide to the crucial and inevitable role conflict plays on a team."mdash;Patrick Lencioni, author, *The Five Dysfunctions of a Team* "Conflict happens on the best of teams. *Building Conflict Competent Teams* shows team leaders as well as team members how to constructively tackle the challenges that come when people disagree. This book is a must-read for anyone who wants to lead, or belong to, a high-performing team."mdash;Ken Blanchard, coauthor, *The One Minute Manager* and *The One Minute Entrepreneur* "Runde and Flanagan have put together a clear, well-written guide to the nature and sources of conflict that arise in teams and, more important, how to maximize the chances that conflict turns out to be the good thing that teams thrive on instead of the bad thing that destroys team performance."mdash;Douglas Smith, author, *The Wisdom of Teams Developing Your Conflict Competence* "A must-have guidebook for the new age of global business. This book shows every leader how to turn feelings of fear into feelings of safety, suspicion into trust, and competitiveness into collaboration."mdash;Jim Kouzes, coauthor of the bestselling book *The Leadership Challenge* "Craig Runde and Tim Flanagan use their vast experience to give us *Developing Your Conflict Competence*. Move beyond negative workplace conflict to positive and constructive outcomes with the simple tools and suggestions in this must-read field guide!"mdash;Marshall Goldsmith, bestselling author of *What Got You Here Won't Get You There*, *Succession: Are You Ready*, and *MOJOFrom the Inside Flap* Dealing effectively with conflict is difficult for any leader. Poorly managed conflict creates enormous costs in the form of wasted management time, high turnover, and lawsuits, not to mention the failure to leverage the naturally occurring differences that can drive creativity, innovation, and invention. How can leaders develop the skills to get the best out of conflict? The second edition of *Becoming a Conflict Competent Leader* shows leaders how to implement constructive approaches to conflict while avoiding strategies that lead to destructive outcomes. The book combines

research, conceptual models, practitioner experience, and stories that highlight the core conflict competencies. Authors Tim Flanagan and Craig Runde describe constructive behaviors and proven approaches that leaders can employ, tactics and reactions to avoid, and insights for ensuring that organizational structures support positive approaches to conflict management and resolution. The revised edition of this classic resource features two completely new chapters: one that addresses the Cool Down, Slow Down and Reflect, and Engage Constructively model and one that offers guidance for conflict in teams. The authors have updated examples throughout the book, added references to recent research, and included a new constructive behavior, Listening for Understanding, along with many new suggestions for "staying in the zone." Other enhancements, such as tips and exercises at the end of each chapter, make this edition user friendly as a personal resource or a text for teaching others. Keep up with new developments in conflict competent leadership at the authors' Web site: www.conflictcompetent.com.

From the Back Cover "An amazingly comprehensive collection of designs, options, examples, and techniques on how to move from conflict avoidance to constructive resolution."mdash;Jim Kouzes, coauthor, *The Leadership Challenge* Praise for Craig E. Runde and Tim A. Flanagan's *Books Building Conflict Competent Teams* "A comprehensive, thoroughly researched guide to the crucial and inevitable role conflict plays on a team."mdash;Patrick Lencioni, author, *The Five Dysfunctions of a Team* "Conflict happens on the best of teams. *Building Conflict Competent Teams* shows team leaders as well as team members how to constructively tackle the challenges that come when people disagree. This book is a must-read for anyone who wants to lead, or belong to, a high-performing team."mdash;Ken Blanchard, coauthor, *The One Minute Manager* and *The One Minute Entrepreneur* "Runde and Flanagan have put together a clear, well-written guide to the nature and sources of conflict that arise in teams and, more important, how to maximize the chances that conflict turns out to be the good thing that teams thrive on instead of the bad thing that destroys team performance."mdash;Douglas Smith, author, *The Wisdom of Teams* *Developing Your Conflict Competence* "A must-have guidebook for the new age of global business. This book shows every leader how to turn feelings of fear into feelings of safety, suspicion into trust, and competitiveness into collaboration."mdash;Jim Kouzes, coauthor of the bestselling book *The Leadership Challenge* "Craig Runde and Tim Flanagan use their vast experience to give us *Developing Your Conflict Competence*. Move beyond negative workplace conflict to positive and constructive outcomes with the simple tools and suggestions in this must-read field guide!"mdash;Marshall Goldsmith, bestselling author of *What Got You Here Won't Get You There*, *Succession: Are You Ready*, and *MOJO*