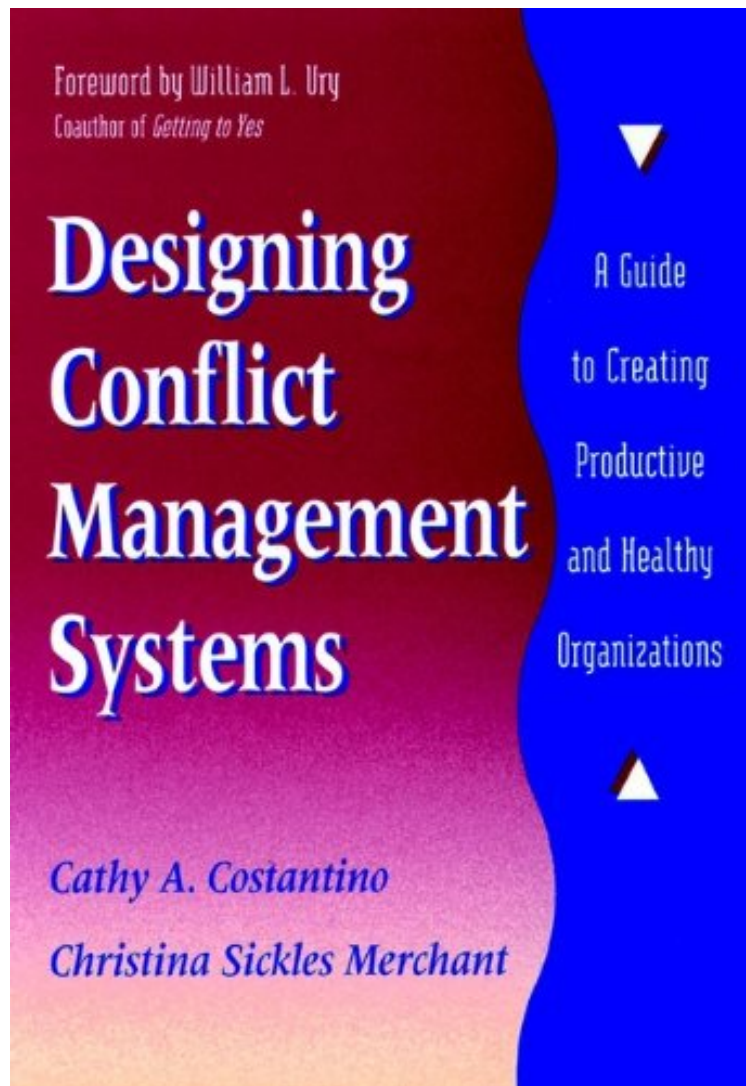


(Download) Designing Conflict Management Systems: A Guide to Creating Productive and Healthy Organizations

Designing Conflict Management Systems: A Guide to Creating Productive and Healthy Organizations

Cathy A. Costantino, Christina Sickles Merchant
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By Jessica L. Book for class. Very boring and drawn out. I feel as if there is a lot of filler in this book. The authors could have gotten their points across in about half the book.
5 of 5 people found the following review helpful. Designing Conflict Management Systems, Costantino Merchant
By A. Kate This was a comprehensive, practical-theoretical look at designing dispute resolution systems in business and governmental organisations. I found it a practical as well as informative book, which will continue to be a handy reference for those doing dispute systems design. The authors take Ury, Brett Goldberg's earlier book: Getting Disputes Resolved: Designing Systems to Cut the Cost of Conflict, Jossey-Bass, CA, 1988, into the new areas of application, addressing new issues which adds informative review and new techniques to that original text in DSD. Costantino and Merchant include sections on: The Designer as Role Model, Traps and Pitfalls for Designers, and Organizational Assessment - looking at the big picture in a thorough manner before offering any suggestions. The book is arranged in 3 sections: Coping with Conflict in Organizations, Designing and Improving Conflict Management Systems, and Making the System Work. I particularly liked their metaphors, such as "the dark side of Dispute Systems Design", and "Resistance and constraints: having tea with your demons". Indeed a refreshing and welcome addition in the field.

Expert advice on building better conflict management programs
Conflict in the workplace is always an eventuality. But it needn't be so costly or counter-productive. This book presents a clear, step-by-step approach for developing conflict management systems within any organization that anticipate the inevitability of conflict and deal with it in an efficient, cost-effective way. The authors, both prominent experts in the field, present a structured process for assessing conflict management programs in order to improve them or to implement new ones. As such, this book serves as an excellent resource for organization development and human resource professionals and consultants interested in proactively tackling the business concerns that conflict brings.