



How To Reduce Workplace Conflict And Stress: How Leaders And Their Employees Can Protect Their Sanity And Productivity From Tension And Turf Wars

Anna Maravelas

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An alarming 88% of Americans cite hostility, desk-rage, and workplace incivility as top concerns. How to Reduce Workplace Conflict and Stress will help executives, supervisors, and managers-and the people that work for them-protect pride, profit and productivity from these disabling emotions. Protect your career and workplace from the hidden costs of workplace tension and hostility. With How to Reduce Workplace Conflict and Stress, you will learn how to:

- * Handle the daily onslaught of frustration without losing momentum, mood or confidence.
- * Avoid the conflict and cynicism that drains profits, resources, and relationships.
- * Discover why anger makes people irrational, lonely, and depressed and how to quickly calm agitated colleagues and customers.
- * Experience the fiscal and personal benefits of being "hard on the problem and soft on the people."
- * Replace bitterness about the past with shared responsibility for the future.
- * Create a blame-resistant, emotionally resilient workforce.

"This is the insider's guide for navigating the frustrations, irritability, and incivility of organizational life. This book nails the problem and provides a beautiful, ground-breaking solution - one that restores pride and protects profits." - Ken Blanchard, co-author of The One Minute Manager and The One Minute Apology.

About the Author Anna Maravelas, of TheraRising.com, is an expert in restoring trust and enhancing profitability. She consults and delivers hundreds of keynotes and seminars in the U.S. and abroad. Her clients include Fortune 500 companies, police departments, government bodies, and family-owned businesses. Her work has been featured on numerous business radio shows and in a variety of print media. --This text refers to the Paperback edition.

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Jennifer Crowe:

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