

Calming The Waters At Work

How to Deal with Workplace Conflicts

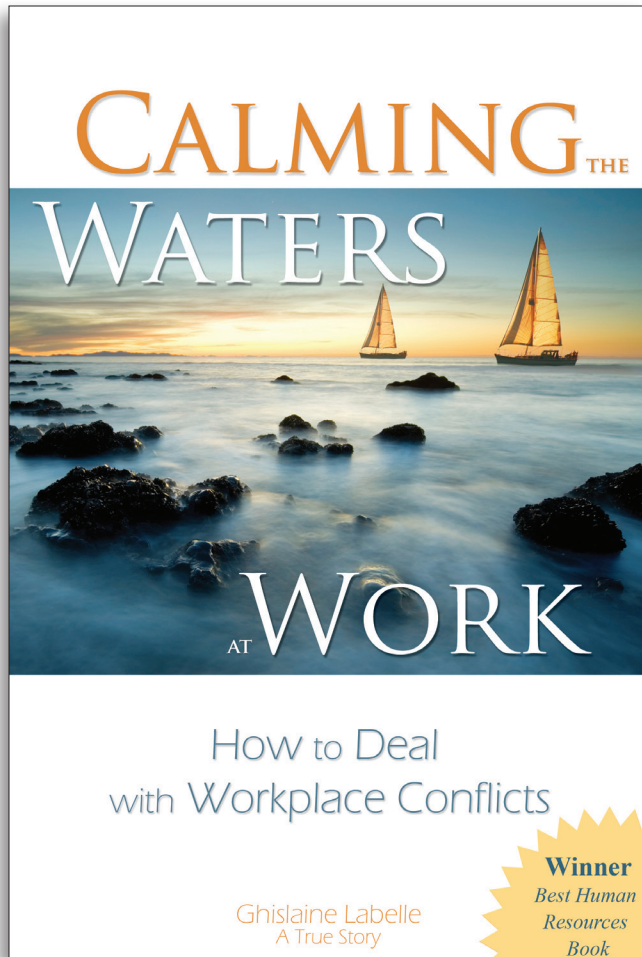
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A MUTINY AT WORK?

Work conflicts are an obsession of managers and human resources professionals, since they know those little battles can have serious consequences: resignation, discouraged colleagues, a decrease in the team's production, unnecessary sick leave, and loss of time and energy by everyone involved.

How can you prevent or resolve these disagreements?

Thanks to a remarkable approach based on real-life experience gained on a sailing vessel on the open seas, this serious manual makes it possible to calm the stormy waters that can capsize even the best of businesses and careers.

Whether you are dealing with mild tension between two colleagues or a full-fledged rebellion involving an entire team, don't hesitate to take command of your crew...and save your ship!

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Ghislaine Labelle is an organizational psychologist, a speaker, and a consultant specializing in organizational health, conflict management, and team development. As a consultant and keynote speaker, she has worked with thousands of senior managers and human resources professionals in private and public sectors, such as education, health care, financial and services. This book was first published in French (2005) and won the « Quebec Business book award » (Prix du livre d'affaires in Quebec) in 2006 for the best human resources management book. She is also the author of « Une équipe du tonnerre » *A Winning Team*.

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