



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*.

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Vicki Shah:

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