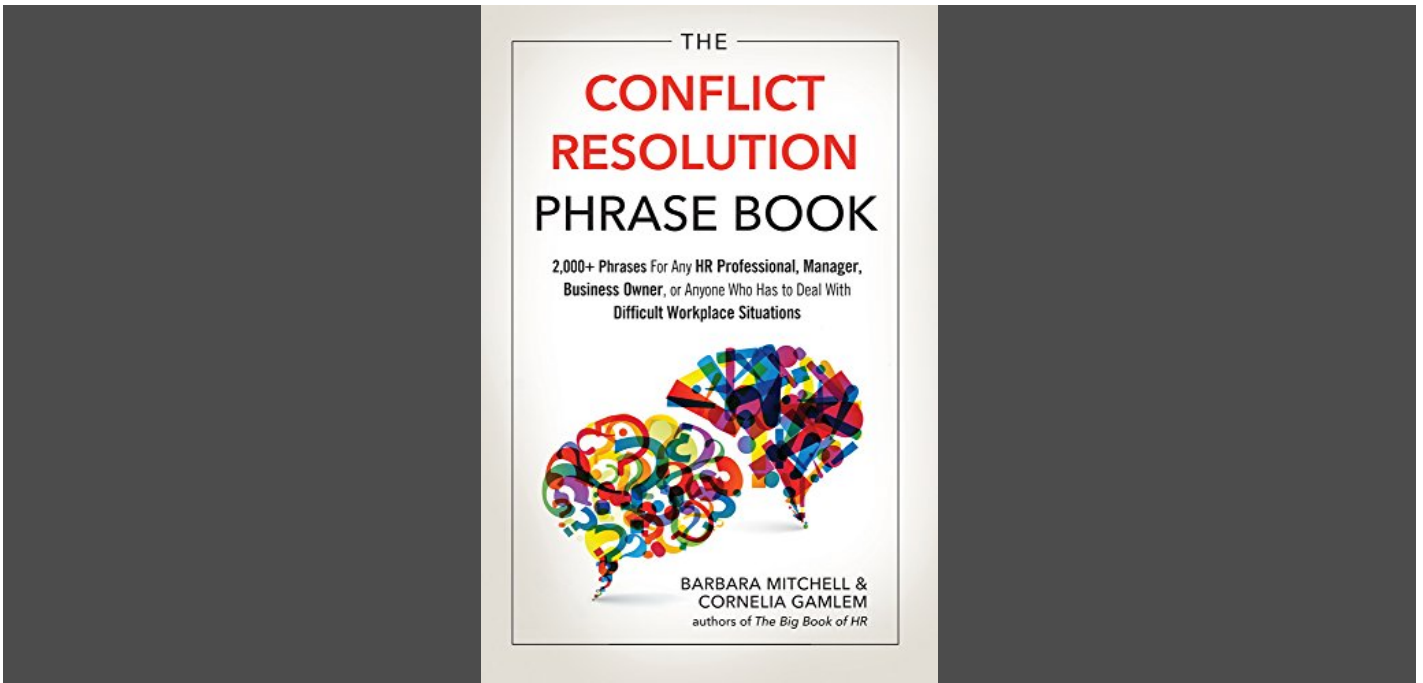


# PDF | The Conflict Resolution Phrase Book

by **Barbara Mitchell and Cornelia Gamlem**



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No one wants to go into a tenuous situation blind and fumbling for words. Rather than shy away from a difficult situation or conversation, *The Conflict Resolution Phrase Book* is the ideal resource to help anyone prepare for and prevail in these situations.

Some situations are unpredictable, and you can't plan for every conversation—but having the right words on hand empowers you to stand up to conflict rather than run from it. The more you practice confronting and even embracing conflict, the stronger that habit will become and the less likely you will feel like fleeing from a difficult situation.

*The Conflict Resolution Phrase Book* is a great resource that everyone should have at their fingertips to approach any difficult situation with the assurance that the words will come out right! You will learn:

- Positive things to say when you're initiating or responding to a difficult conversation.
- How to find and craft language to start a conversation.
- The right words for you to positively influence the situation.

*The Conflict Resolution Phrase Book* is a natural complement to the authors' previous best-seller, *The Essential Workplace Conflict Handbook*.



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