



The Coward's Guide to Conflict: Empowering Solutions for Those Who Would Rather Run Than Fight

By Tim Ursiny Ursiny

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Nobody likes conflict, but you can't avoid it. Top performers just like you face problems every day. If you know how to deal with conflict well, you can turn it into your biggest opportunity for success.

The Top Performer's Guide to Conflict is your essential conflict handbook, giving you the tools you need to manage conflict and come out on top. Discover:

- Why you must know how to handle conflict
- How to recognize conflict before it happens
- The best ways to deal with difficult people
- How to build strength by overcoming problems
- Secrets to impacting and leading others
- Tools to guide you past conflict

Top performers face conflict head-on and come out on top. You are just a short read away from mastering this essential skill.

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Editorial Review

From Publishers Weekly

Ursiny, a mediation coach and former practicing psychologist, readily admits that he's a "coward" when it comes to any kind of conflict. He believes that there are many people like himself who wince at the thought of having an argument or avoid confronting work colleagues. Everyone, regardless of their position at work, can learn to handle conflict more effectively. The benefits, according to Ursiny, are immense and include more self-confidence, less anger, greater self-respect and more intimacy. To help readers learn how to change the way they handle conflict, each chapter opens with a brief case study. The author then uses checklists and exercises designed to teach the reader new ways to handle conflict. Ursiny is clever and readers will recognize and immediately understand his hypothetical situations. For example, the author says that people avoid exercise by focusing on the "pain" of getting up early, taking time, or not being able to sleep later or do other things they enjoy more. The motivated person, on the other hand, focuses on how much better he or she will look and feel and the positive reinforcement that other people will provide. Particularly useful is the chapter on "Avoiding the Top Ten Mistakes Made When Dealing With People." Readers will identify with the irate man whose flight has been canceled. This is a wonderfully engaging book that should easily motivate readers to rethink their behavior and conversations both at work and at home. Copyright 2003 Reed Business Information, Inc.

Review

"If you are a coward like me, then this book could be perfect for you. I now appreciate the need for conflict, and I am getting even better at dealing with it."

About the Author

Timothy E. Ursiny, Ph.D., the founder of Advantage Coaching & Training, is a success coach specializing in human behavior and achievement in life and in the workplace. He is an expert on communication skills and conflict resolution. Before becoming one of the leading personal and business coaches in the country, he was a psychologist in private practice for seven years. He lives with his family in Wheaton, Illinois.

Users Review

From reader reviews:

Cornell Smith:

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Myron Mendez:

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Wade Diaz:

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