



The Coward's Guide to Conflict

Timothy Ursiny, Rolland Lopez

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What successful people know about conflict resolution centers on techniques, motivation and challenges for the person who is afraid of conflict and tends to avoid any situation that would create potential conflict with others. Provided in a friendly guiding tone, each chapter includes real-life examples, in the workplace and at home, and explanations of the conflict-resolution principles, exercises to coach the conflict avoider, and suggested action steps to apply to the reader's own environment.

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