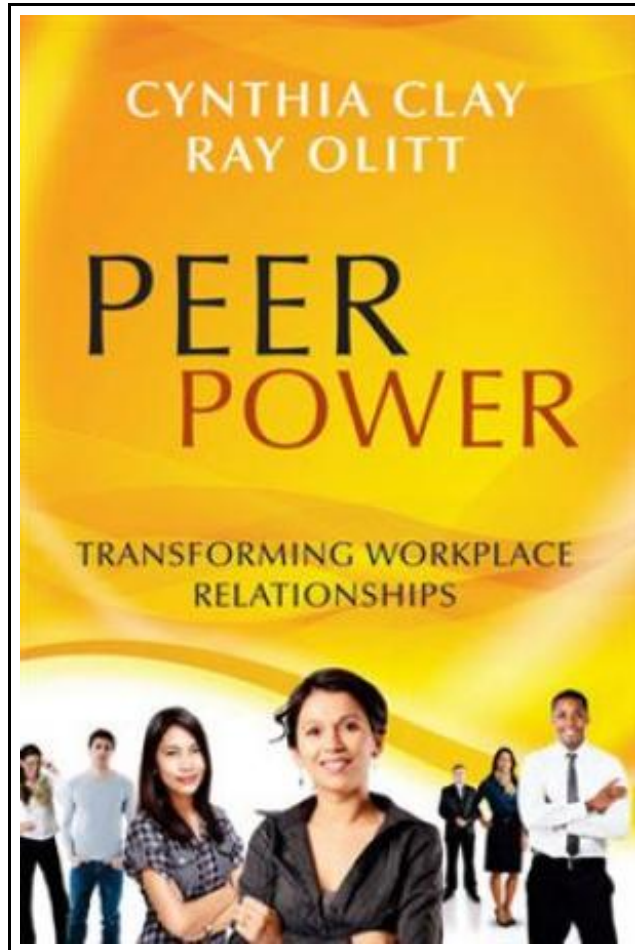


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John Wiley & Sons, 2012. Paperback. Book Condition: New. 15.3 x 22.6 cm. "Developed for training, HR, and OD professionals, this book provides the keys to effective interpersonal collaboration. Building on a foundation of four principles (Be Real, Extend Respect, Take Responsibility, and Build Relationships). Readers will learn how to apply five strategies (Collaborating, Going Head-to-Head, Compromising, Coaching, and Caring-for-Self) at the moment of need (a deteriorating relationship with a coworker or boss) and discover how to win support from others and manage difficult behavior when conflict arises. They describe several familiar and troublesome 'mistakes' workmates often make, then help us avoid them by applying four essential principles and five key [Url removed]ures content to deepen the readers' understanding of each concept and strategy with real life examples along with questionnaires at the end of each case chapter. Peer Power tells relevant stories, gives concrete examples of solutions, and provides real tools to repair relationships with these individuals. Practicing these tools improves effectiveness, reduces stress levels, helps build our company and makes this a better place to work. Chapter 1 looks at interpersonal behaviors that most of us have tried but don't work. Chapter 2 introduces the four key principles for effective communication. Chapter 3 dives into the five strategies for solving interpersonal problems. In the nine chapters that follow, the book tackles a challenging character at work The attacker (the colleague who repeatedly expresses his anger and frustration in the form of inappropriate personal criticism) The whiner (that coworker who complains without taking responsibility for improving conditions that surround her) The scene stealer (the peer who sets about building her reputation at your expense) The drive-by boss (a leader who ignores some of his key management responsibilities and doesn't meet the needs of his employees or the organization) The manipulator...



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