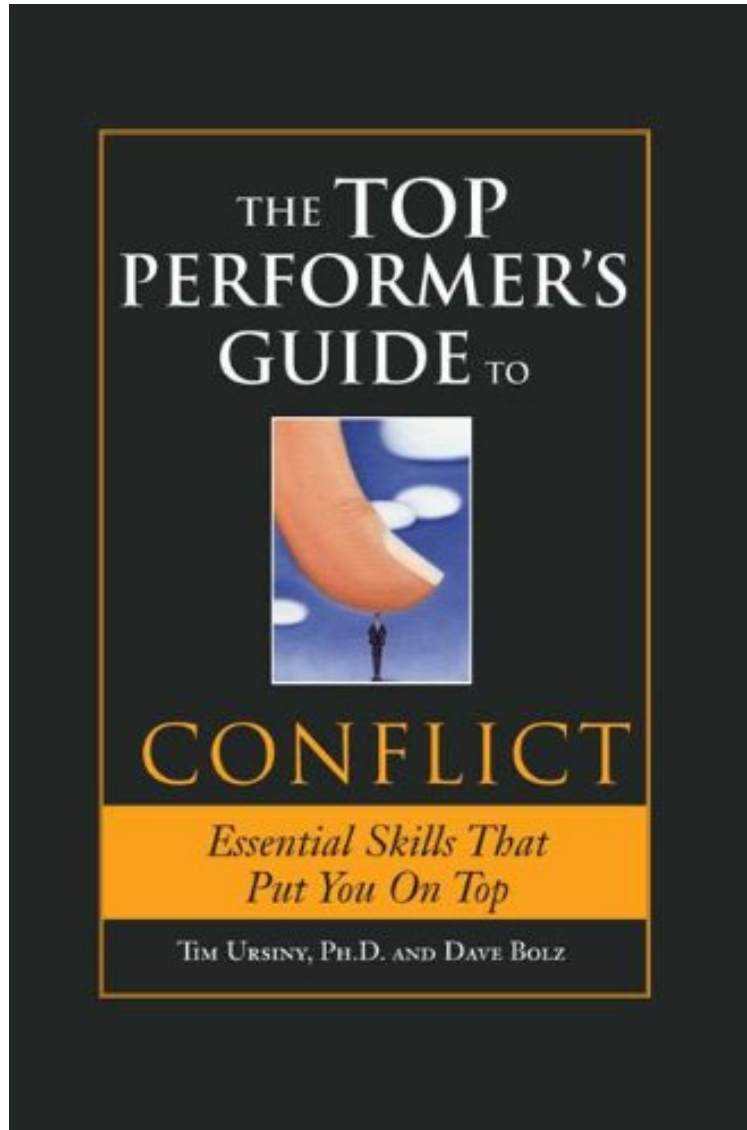


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## The Top Performer's Guide to Conflict (Top Performers)

*Tim Ursiny, Dave Bolz*

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**Tim Ursiny, Dave Bolz : The Top Performer's Guide to Conflict (Top Performers)** before purchasing it in order to gauge whether or not it would be worth my time, and all praised The Top Performer's Guide to Conflict (Top Performers):

0 of 0 people found the following review helpful. Common Sense Ideas on Managing ConflictBy CustomerThe ability to resolve conflict in a positive manner is one of the keys to interpersonal competence and career and life success. The other day, I came across a book called The Top Performer's Guide to Conflict by Tim Ursiny and Dave Bolz. I like this book. I think it has some important things to say about how to deal with conflict in a constructive manner.I like the

way The Top Performer's Guide to Conflict is organized. Each chapter includes real life conflict stories taken from the authors' experience, as well as a Coaching and Application section - exercises to help the reader apply the lessons of the chapter. Chapter One lists four key things that successful people know about conflict. 1. Conflict is inevitable. 2. Avoiding conflict leads to decreased productivity. 3. Negative conflict is costly. 4. Positive conflict leads to top performance and success. Chapter Eight lays out the authors' "GROWS" model of conflict resolution. \* Gather - Use questions to determine the source of the conflict and to develop a complete understanding of the other person's perspective and points. \* Reflect - Reflect on the other person's perspective and points. Clarify your understanding of them. Verbalize your desire to resolve the conflict. \* Own - Take responsibility for your contribution to the conflict situation. \* Want - Tell the other person what you want and need in this situation. \* Strategies - Jointly brainstorm win/win solutions. Ask questions like: How can we both get what we want here? What new approaches can we try that help satisfy both of our needs? How can we think about this situation differently to create the best result for both of us? I like the GROWS model, because it focuses on one of the most important things I have learned about resolving conflict - focus on places where you are in agreement with the other person in order to build a creative solution to your differences. The common sense point here is simple. As Msrs. Ursiny and Bolz point out, conflict is inevitable. The negativity that surrounds it is not. Learn to deal with conflict constructively, and you'll be on your way to success in your life and career. 0 of 0 people found the following review helpful. Great book on conflict! By Elizabeth Anderson This is a great book - both short and helpful! I find many of these type of books are filled with platitudes but very little real help. This book is easy to read and has great practical information. There are good examples, practical steps and helpful stories to guide you to be effective in conflict. Exercises at the end of each chapter help you apply the concepts personally. You could read this quickly and take away some nuggets or spend lots of time examining every technique and application. This is helpful for everyone! 0 of 0 people found the following review helpful. Informative By Customer Helpful direction in the area of conflict. A good resource for Personnel and a Great reference book to have on hand.

No one likes dealing with conflict. But to be a top performer, one must know how to address these situations professionally and effectively. The Top Performer's Guide to Conflict examines the difficult situations that can arise between coworkers, clients, customers and colleagues. This short, effective guide is perfect for managers to give to employees facing this tough issue.

From the Back Cover? Don't avoid conflict...take advantage of it Nobody likes conflict, but you can't avoid it. Top performers just like you face these issues 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 change and come out on top. --Face conflict head-on --Resolve issues quickly --Anticipate problems early --Take charge in any situation --Become an office leader Top performers face conflict head-on and come out on top. You are just a short read away from mastering this essential skill. About the Author Tim Ursiny is the CEO of Advantage Coaching Training. He is a coach/trainer specializing in helping people reach peak performance, great relationships, and personal satisfaction. Dr. Tim regularly speaks for Fortune 500 companies wanting workshops that are practical yet entertaining. He also coaches CEOs, executives, sales professionals, and others on a variety of subjects related to performance and life satisfaction. Dr. Tim's previous books include Coaching the Sale, The Confidence Plan, The Top Performer's Guide to Change, The Coach's Handbook, and The Coward's Guide to Conflict, which is currently in its third printing and has been translated into several foreign languages. He lives in Wheaton, Illinois, with his wife, Marla, and his three sons, Zach, Colton, and Vance. Dr. Tim can be reached at [Drtim@advantagecoaching.com](mailto:Drtim@advantagecoaching.com). Dave Bolz Dave Bolz, is a Vice President in Human Resources at Morgan Stanley. He has over 20 years of Human Resource experience in public and private organizations. He works with managers and executives concerning conflict, employee relations, change management, career development and diversity issues. Dave lives in Exton, Pennsylvania where he enjoys landscaping and gardening with his wife Melissa and playing softball and baseball with his children Elizabeth and Robert. Excerpt. copy; Reprinted by permission. All rights reserved. Chapter 1: Why Top Performers Have to Know About Conflict Chapter Overview Top performers must understand all sides of conflict. They know that negative conflict is costly and that avoiding conflict hurts productivity and impacts the bottom line. They also embrace the fact that they cannot escape conflict. However, the biggest secret that top performers know is that conflict is not always bad. Conflict, when handled well, is a catalyst for top performance. In this chapter we will explore both the potential damages and potential benefits that conflict can have on you and on an organization. Real-Life Conflict I'm on vacation, so the last thing I want to hear about is conflict. As I sit on the balcony trying to relax, I cannot help but hear the four people on the balcony next to mine. They are coworkers, at the hotel for a trade show, and one of the female coworkers traveling with them has gotten on their nerves. They loudly complain of her selfishness, whining, and general negative demeanor at work and on this trip. They spend ten minutes on one comment she made on the ride to the hotel. They rip this person apart without mercy for a long period of time, crucifying her with vicious, attacking words. Then...silence. And after the silence, the once

nasty voices changed to pleasant, caring, and soft voices of joy and friendship. What happened, you might wonder? Well, the coworker about whom they were complaining walked into the room. And the once angry voices now dripped with insincere platitudes and the facade of friendly conversation. My guess? The woman will never hear about her coworker's anger and disappointment. They complained to everyone in earshot about her behavior except to the one person who had any chance of changing the behavior.