



# Making Conflict Work: Harnessing the Power of Disagreement

*Peter T. Coleman, Robert Ferguson*

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Every workplace is a minefield of conflict, and all office tension is shaped by power. This book teaches you to identify the nature of a conflict, determine your power position relative to anyone opposing you, and to use the best strategy for achieving your goals. These strategies are equally effective for executives, managers and their direct reports, consultants and attorneys—anyone who has ever had a disagreement with someone in their organization. Packed with helpful self-assessment exercises and action plans, *Making Conflict Work* gives you the tools you need to achieve greater satisfaction and success.

“Navigating conflict effectively is an essential component of leadership. *Making Conflict Work* illustrates when to compromise and when to continue driving forward.” —Honorable David N. Dinkins, 106th mayor of the City of New York

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