

Title	<b>How To Reduce Workplace Conflict And Stress_ How Leaders And Their Employees Can Protect Their Sanity And Productivity From Tension And Turf Wars</b>
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Brief Introduction	<p style="text-align: center;"><b>Introduction</b></p> <p style="text-align: center;"><i>The heart before you is a mirror. See there your own form.</i></p> <p style="text-align: right;">—Shinto saying</p> <p><b>M</b>odern civilization is teetering on the brink of an epidemic in “emotional-idiocy.” Despite our collective concerns, negative emotions such as cynicism, irritability, anger, depression, and hostility are on the rise in our families, communities, and workplaces.</p> <p>My clients realize they can no longer take workplace trust and respect for granted. Organizations are in desperate need of people who instinctively pull together during a crisis. We could all benefit from less toe-to-toe, and more side-by-side. Over the last 20 years I’ve helped hundreds of organizations develop strategies that protect cohesiveness and productivity from an increasingly irritable world.</p> <p>Cohesive, trusting energy is dissipating in our society and world. Yet it is the <i>only source of energy</i> that sustains groups and allows the intellectual discipline that solves complex problems. This book is about understanding, and reversing, this disturbing trend.</p> <p><b>In the following pages you will learn:</b></p> <ul style="list-style-type: none"> <li>▷ Why hostility, exhaustion, and stress are on the rise in our society and workplaces.</li> <li>▷ That 30 percent of bullying behavior is initiated by supervisors.</li> <li>▷ How employees get even.</li> </ul>

- ▷ The number of customers who take their business elsewhere after being treated with disrespect.
- ▷ Why smart leaders are taking steps to preserve internal trust and positive energy.
- ▷ How to develop an unflappable ability to manage, despite crises and chaos.
- ▷ The most important habit you bring to the table.
- ▷ How you can lower your stress level and enhance your health.
- ▷ The mind-boggling fiscal costs of “us vs. them” mentalities.
- ▷ Why focusing on systems, rather than people, saves organizations millions of dollars.
- ▷ Why belittling others is a common, low-skill, self-defeating way to bond.
- ▷ The root cause of hostility, and how to avoid “taking the bait.”
- ▷ How to sidestep the self-defeating errors that are at the source of almost every workplace conflict, regardless of the setting, geographic location, or educational level of those involved.
- ▷ When you’re most likely to be hooked by the dazzle of contempt.
- ▷ How your assumptions turn hurting, insecure people into adversaries, and leave *you* without a solution.
- ▷ Why hostility is self-fulfilling and often leads to depression.
- ▷ Why self-righteous indignation is fun, but toxic.
- ▷ Why yelling at others hurts *you*.
- ▷ How to break a Cycle of Contempt.
- ▷ The “glue” that will save your career from failed relationships, missed opportunities, and heartache.
- ▷ How nature rewards cooperation and altruism with feelings of pleasure.
- ▷ How to benefit from connectedness and its positive impact on health.
  
- ▷ The motivator that’s driven us for thousands of years.
- ▷ The benefits of holding others accountable in a climate of *warmth*.
- ▷ How to earn and maintain the admiration and respect of direct reports, bosses, and peers.
- ▷ How to develop a reputation as a trustworthy, “can do” employee and leader.

It took me 20 years to identify and validate these insights and techniques. Fortunately, by reading this book, you can improve on my learning curve by quite a bit.