



Ironing It Out: Seven Simple Steps to Resolving Conflict (Crisp Professional Series)

Charles P. Lickson

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Written for anyone who needs to resolve conflict, this inspiring and informative book illustrates the practical application of wisdom, wit and patience. Throughout the seven simple steps to resolving conflict, there are forms, questionnaires, and checklists that give structure to the mediation process, and case studies to reinforce key points.

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