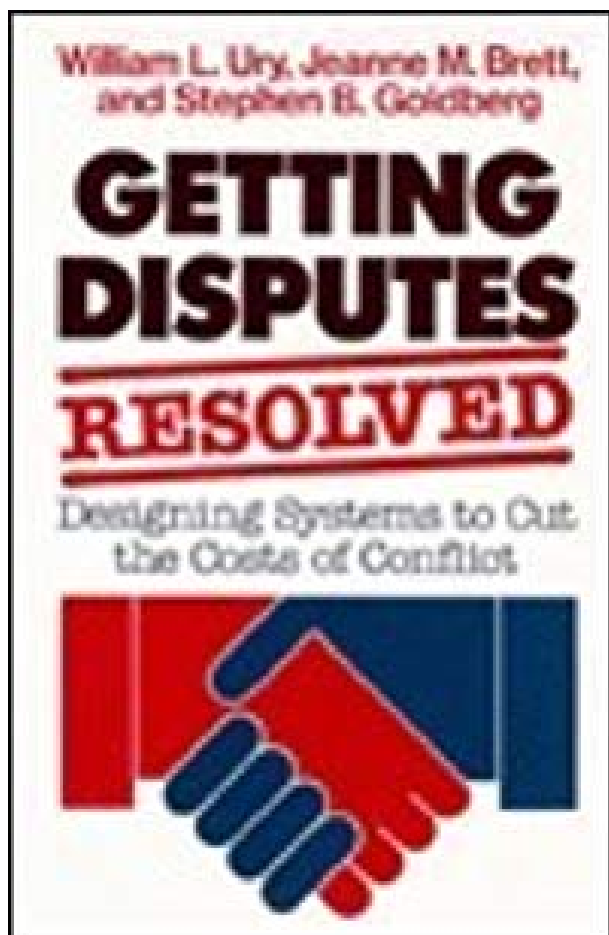


Getting Disputes Resolved: Designing Systems to Cut the Costs of Conflict



Author:	William Ury
Genre:	Uncategorized
ISBN13:	9781555421250
Goodreads Rating:	3.45
Published:	November 25th 1988 by Jossey-Bass
Language	English
Pages:	232
ISBN10:	1555421253

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Build Conflict Control Into Your Organization Renowned mediator William Ury offers tested guidelines for designing a dispute resolution system to handle conflicts effectively on an ongoing basis. He explains how to diagnose and correct problems in an existing system or create and implement a new system where one does not exist. His four-phase process includes specific advice on involving adverse parties in diagnosing current problems, designing the system, and overcoming opposition to change. The result is a win-win formula for putting a system in place that contains the costs associated with conflict by addressing them as they arise.