



Working Anger: Preventing & Resolving Conflict on the Job

Ronald T. Potter-Efron

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According to the Bureau of Justice Statistics each year almost one million people in the US are victims of violent crime while working. Workplace violence has a high profile these days. In fact, each week in 1996, an average of 20 people were murdered and 18,000 others were assaulted while working or on duty. In this book, learn about the problems that arise when we fail to differentiate between conflicts at work and at home. Get practical suggestions for preventing unnecessary conflicts and resolving disagreements when they do arise.

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