



The Exchange Strategy for Managing Conflict in Healthcare: How to Defuse Emotions and Create Solutions When the Stakes are High (Paperback) - Common

By (author) Barbara Filner, By (author) Lisa Maxwell By (author) Steven Dinkin

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A four-step method for improving communication and managing conflict in any healthcare setting. It delivers a wealth of strategies and techniques for structuring conversations about conflicts and issues in groups large and small.

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