'Clear, open, honest and direct communication is the only way to address conflict, and this book is essential reading. Highly recommended!'

Dr Ivan Misner, Founder, BNI and New York Times bestselling author

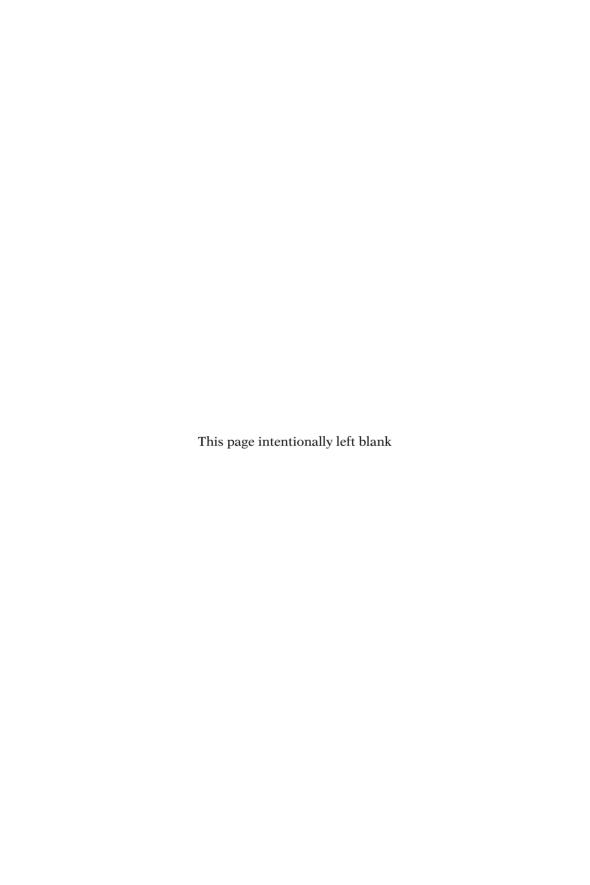
THE 7 PRINCIPLES OF CONFLICT CONFLICT RESOLUTION



HOW TO RESOLVE DISPUTES, DEFUSE DIFFICULT SITUATIONS AND REACH AGREEMENT

LOUISA WEINSTEIN





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