



The Joy of Conflict Resolution: Transforming Victims, Villains and Heroes in the Workplace and at Home

Gary Harper

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The rapid rate of change in the workplace and among families often leads to conflict and confrontation which can undermine productivity and poison relationships. *The Joy of Conflict Resolution* helps readers understand conflict and why it arises through the lens of the “drama triangle” of victims, villains and heroes. In an accessible, engaging and lighthearted style that uses stories and humor to explore potentially emotionally charged situations, it provides proven and practical skills to move beyond confrontation to resolve conflicts collaboratively.

In over 13 years as a trainer, facilitator and mediator, **Gary Harper** has taught thousands of people in both the public and private sectors to successfully manage conflict. He also teaches for the Centre for Conflict Resolution at the Justice Institute in Vancouver, BC.

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