



101 Ideas & Insights About Resolving Conflict

By Susan Fee

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Conflict can bring out the best and worst in us. Handled poorly, it can lead to stress, loss, and bitterness. Handled well, understanding increases and relationships are strengthened. Conflict resolution is a *skill* that's possible to learn. If just thinking about conflict causes your stomach to turn and palms to sweat - this book provides hope! Dealing with an aggressive or manipulating bully? You'll learn exactly how to respond. Do situations "blow up" so fast you don't know what to say? Find out how to de-escalate the tension. Other chapters cover resolution styles, communication skills, and when it's time to cut ties. If you're waiting for the other person to change so that your life can improve, you need a new strategy. The person to change is you and *101 Ideas & Insights About Resolving Conflict* will teach you how.

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Editorial Review

From the Author

I don't know anyone who says he or she "loves" conflict. Most people say they hate it. Yet, as long as we're in relationships with other people, it's bound to come up. As a clinical counselor, I've seen the devastating effects of what happens when people don't learn how to resolve conflict: poor self-esteem, anger, damaged relationships, anxiety, and stalled careers just to name a few.

Generally, I see people use one of two extreme responses to conflict: avoid or attack. Sound familiar? If you're interested in this book, you're probably the person avoiding being attacked. I don't blame you! It's not fun to be someone's emotional punching bag. And you don't have to be - that's my message.

I truly love my job because I get to teach people the skills of resolution so that they can better assess a situation, express their needs, and have healthy, productive conversations. Yes - it's possible! Even when other people are being unreasonable, you still have options.

My goal in writing, *101 Ideas & Insights About Resolving Conflict*, was to share with readers the same tips I get to share with my face-to-face clients so that you can experience the same success. Conflict doesn't have to ruin your mood, life, or relationships. Once you know how to address, you reduce the chance that you will experience it in the future. I've seen these tips work for my clients; they can work for you.

From the Back Cover

"Susan Fee has addressed a difficult and complex subject in her readable and useful new book. We are all challenged to deal with inevitable conflict, and may think our only options are running away from it or becoming embroiled in ugly, pointless fighting. *101 Ideas & Insights About Resolving Conflict* is a source of thoughtful, concrete help that provides useful information on conflict theory and conflict resolution, plus many practical strategies for changing the way you approach conflict. As a longtime mental health professional and mediator myself, I think this book is long overdue."

-John Bertschler, Ph.D.

Mediator/Psychologist

Co-owner, Northcoast Conflict Solutions

"The insight and depth that Susan Fee brings to the issue of conflict resolution caused me to pause and evaluate my own approach. She shares her expertise in easy-to-read bites that provide powerful life-changing knowledge for people at all levels."

-Todd Walts

President/CEO Campus Impact

"This book is beyond helpful, and spot on. Susan Fee's advice is proactive, positive, and the best I have found. I apply it in my work training college students who find themselves dealing with challenges and who will ultimately mentor their peers."

-Rhonda Lake

First-Year Student Success Advisor, Doane College

"Strong relationships are the foundation for success - personal, relational, and work-related. Conflict in relationships creates brokenness and stress. Susan Fee offers practical ideas to help you better understand and manage conflict. She is knowledgeable, experienced, and to the point. When I read what Susan writes,

my response is always, "That's a really good idea!" As a counselor and business owner, I believe this book will be a valuable resource."

-Judi Fischer

Professional Clinical Counselor

President, Lakeshore Educational & Counseling Services

About the Author

Susan Fee is a therapist, author, and national trainer based in Cleveland, OH. She specializes in helping clients develop their personal and professional communication skills. Professionally, Susan spends part of her time training individuals and corporations on communication skills, conflict resolution, resiliency, motivation, and presentation skills as well as providing voice-overs for audiobooks, training videos and commercials.

Storytelling is at the heart of Susan's work. She began her career in the performing arts as a dancer, mastering storytelling without words. Later in her career, she worked as a journalist, sharing other people's stories. Today, as a therapist and writer, she helps others tell their own story - and in some cases retell painful narratives into ones that heal.

She's the author of numerous magazine articles and books including, *101 Ways to Make Your Message Stick*, *101 ideas & Insights About Resolving Conflict*, *The Manager's Motivation Handbook*, *Circle of F.R.I.E.N.D.S. Facilitator's Guide*, and the college survival guide *My Roommate is Driving Me Crazy!*

Susan developed Circle of F.R.I.E.N.D.S. to teach girls ages 8-14 how to develop healthy relationships, regulate emotions, increase self-esteem, and communicate assertively. She's taught her workshops for Girl Scouts, parent groups, schools, and summer camps. Susan believes every person has a story worth telling and she wants to help young girls in particular tell a powerful one.

Users Review

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Barbara Hall:

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