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Managers to Recognize,
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Daniel Dana. Holding the Ph.D. in psychology, Dan Dana served for several years as a professor of organizational behavior at the University of Hartford (Connecticut) Graduate School of Business, and has held faculty appointments at Syracuse University and several other institutions. (A former student once called him "Doctor Conflict," and the moniker

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stuck!)

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The conflict between Donna and Jon is an “interpersonal conflict,” which is the simplest and easiest kind to resolve. And it is the most common kind of conflict in workplaces. Two mediation tools—managerial mediation and self-mediation—are designed to resolve interpersonal conflicts and will be described in future chapters.

What's a Conflict? -

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Daniel Dana Ph.D. (Overland Park, KS), is the founder of Mediation Training Institute

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