# Controlling the Costs of Conflict: How to Design a System for Your Organization

*Karl A. Slaikeu, Ralph H. Hasson*

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Written for non-experts in jargon-free language, this work shows how to create systems within organizations that preempt the monetary, strategic, and emotional costs associated with on-the-job conflict. Its clear and simple approach translates advanced concepts into practical how-tos and provides readers with four guiding principles they can follow to create conflict control systems of their own. Amply illustrated with real-world examples, it details the policies, procedures, and practices that make for successful control systems and tells precisely how to implement them.

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