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Leaders & Success

Hear All Sides And Win

BY Cord Cooper

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You're a department head facing one of your least-liked jobs: resolving a conflict between workers. Avoid mistakes others have made, says strategist Harrison Monarth, author of "Executive Presence." Work from the bench. "With conflict resolution, this means listening carefully to both sides without an emotional filter — the way a judge listens to lawyers pitching their cases," he said. ...

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