
PART THREE

Preventing and Resolving External Conflicts

Part Three builds on all of the knowledge and skills covered thus far. There is a reason why we address customer and vendor disputes after those of the workplace. A harmonious, collaborative, and productive workplace is a prerequisite for satisfied, happy customers and clients. Chapter Nine takes the ADR processes and concepts covered in earlier chapters and applies them to the assessment, prevention, and resolution of disputes with external parties such

as customers and vendors. Next, Chapter Ten shares examples of innovative systems for the delivery of exceptional customer service from leading organizations in the public, private, and nonprofit sectors. Additionally, Chapter Ten presents some customer service worst-case examples that are also instructive.