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Amy is the author of the HBR Guide to Dealing with Conflict, co-host of the Women at Work podcast, and a contributing editor at Harvard Business Review, where she writes about workplace dynamics. Upcoming Virtual and Live Speaking Events. Amy currently has no events open to the public.

Amy E. Gallo

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work. Harvard Business Review has got a fab #book from HBR Guide to series on "Dealing with Conflict" by Amy Gallo. Check out my short summary ? Types of conflict: 1. Relationship (personal issues) - do nothing 2. Task (the goal you try to achieve) - address indirectly 3.

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counterpart--typically seek or avoid conflict
Prepare for and engage in a difficult conversation
Manage your and your counterpart's emotions
Develop a resolution together
Know when to walk away

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