



WORKING TOGETHER IN UNITY Managing Conflict Leading Volunteers

Dr. Karen Adams

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Finally! You have a concise, yet comprehensive primary source of reference on managing conflict and leading volunteers that was written specifically for you - the volunteer leader. Unlike most other books written on conflict resolution, this book was written to provide practical guidance on the unique temperament, character and commitment of the four generations of 21st Century volunteers that are in the workplace. You will discover useful methods, models and techniques on leading volunteers that includes: Interpersonal communications Conflict resolution Motivation and leadership Generation Imprints Cultural differences and worldviews Volunteer recruitment, training, and retention Now that this book is available, I am confident it will become an important source of reference that will be beneficial to help organizational leaders, volunteer managers, and volunteer program administrators to understand, unite and ignite four generations of 21st Century volunteers! Karen Adams, D.Min., SPHR is a certified human resources professional specializing in Employee and Labor Relations. Dr. Adams earned her MBA at Texas Woman's University and her Bachelor of Science in Business Management at the University of Maryland. She has also completed her Master of Practical Ministry at Wagner Leadership Institute and earned her Doctorate in Ministry at Vision International University.

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