
TABLE OF CONTENTS

<i>Introduction</i>	1
Chapter 1	To Embrace or Resist Conflict?11
Chapter 2	The Bully Trap.....43
Chapter 3	The Need-to-Win Trap73
Chapter 4	The Avoidance Trap99
Chapter 5	The Judgment Trap.....127
Chapter 6	Making People Feel Heard155
Chapter 7	Don't Get Mad at Penguins Because They Can't Fly175
Chapter 8	Conclusion189
<i>Appendix</i>	Chapter Callout Boxes195
<i>Acknowledgments</i>	209