

Walking on Eggshells? A Practical Guide to Resolving Stressful Conflict at Work and Home

by Marli Rusen

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**Reviewed by
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One of my favorite authors, Marli Rusen, recently released her new title *Walking on Eggshells? A Practical Guide to Resolving Conflict at Work and Home*. In this book, Marli applies her knowledge of the law, and her background in education and mediation, to write an in-depth guide on how to effectively navigate challenging conversations. She masterfully covers topics such as the importance of self-reflection, types of dysfunction, and aspects of successful conversations.

There is emphasis throughout the book on how to communicate more respectfully to resolve issues.

Marli empowers her readers to identify their own triggers in order to distill the issue, and address the root cause of the dysfunction. She doesn't shy away from acknowledging that compromise is not always possible, and that help from senior staff, human resource professionals, or even legal counsel may be required to clarify views that are best aligned with acceptable standards of practice.

An aspect of the book that I enjoyed was her use of case studies, checklists, and evidence-based techniques. One of my favourite quotes states that unless the situation is urgent – and before having an emotionally charged conversation – you can, “push the pause button, remove yourself... take time to calm down and/or recharge.” This strategy is an important step in giving yourself time to reflect, and to prepare for a follow-up conversation if necessary. When leaving is not possible, Marli reminds readers to breathe and respectfully change the direction or tone of the conversation. Overall, this is an excellent professional and personal resource to have in your collection.

You can learn more about Marli by checking out her website for other titles and upcoming webinars: www.themirrormethod.com.

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