

"This book focuses on three areas of conflict, two of which I have personally spent many decades involved with. It examines conflict and peace building from the ground up and gives a rare account of the necessary skills of managing strategic goals in dangerous and complex situations and brilliantly describes how hardship must be managed to keep society and life moving forward."

—**Bertie Ahern**, Former Taoiseach and signatory of the Belfast (Good Friday) Agreement

"Murphy's highly readable and insightful account articulates new lines of research inquiry in the emerging field of management and peace building. She invites and provokes in equal measure. A critical and accessible resource for all academics and organisational actors interested in 'managing conflict'."

—**Hastings Donnan**, Director, Senator George J. Mitchell Institute for Global Peace, Security and Justice

"This important book is founded on an ambitious study of the leadership and management of public services, economic renewal, links with NGO's and the expression of culture and the Arts in violent conflicts in Northern Ireland, Bosnia and the Basque country. These conflicts are often portrayed solely through the eyes of political and security elites. Here the distinctive and additive focus is on the personal accounts of middle and senior managers accommodating and shaping organisational life in and around the conflicts. The book is enriched by a strong conceptual structure and a compelling and accessible writing style which will ensure its impact in academia and beyond."

—**Andrew Pettigrew** OBE, FBA, Emeritus Professor of Strategy and Organisation, Saïd Business School, University of Oxford

War and conflict are a reality of life throughout the world. While much is written about the impact of violence and disorder, how people and organisations adapt to these environments is poorly understood. This book tells the story of people managing, delivering services and sustaining economies through and beyond violent conflict and in the most extreme environments.

Dr Joanne Murphy is a Senior Lecturer in Queen's Management School and Academic Director of the William J. Clinton Leadership Institute. Her research explores leadership, change and organisational development in politically volatile environments.

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