Conflict Resolution in the Workplace

Angela Stewart
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FACT: Conflicts will arise in the vast majority of business and personal relationships.

Why do Conflicts Arise?

What can Unresolved Conflicts lead to?

What are the Benefits of Resolved Conflicts?

Five Major Types of Responses to Conflict

- Competing
- Collaborating
- Compromising
- Avoiding
- Accommodating

Examples: How Would You Respond?

Reference List


<http://www.skillsoft.com/catalog/detail.asp?CourseCode=comm_22_a01_bs_enus_000000>