

CHAPTER OVERVIEW

4: Apply conflict management techniques to develop effective workplace relationships

- 4.1: Conflict is Normal
- 4.2: Responses to Conflict
- 4.3: Conflict Management I
- 4.4: Conflict Management II
- 4.5: Conflict Management Strategies
- 4.6: Power and Influence
- 4.7: Negotiation Failure- The Case of the PointCast

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