

## 1.3: Introduction to Conflict Within Teams

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What you'll learn to do: describe common types and causes of conflict that arise within teams

Conflict has both positive and negative connotations in businesses. A moderate amount of controlled conflict can stimulate innovation and creativity. But too often, conflict is allowed to escalate because managers and team members don't understand conflict-resolution techniques. Unresolved negative conflict can shut down even the highest-performing teams.

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