

MANAGING CONFLICT AT WORK

UNDERSTANDING AND RESOLVING
CONFLICT FOR PRODUCTIVE WORKING
RELATIONSHIPS

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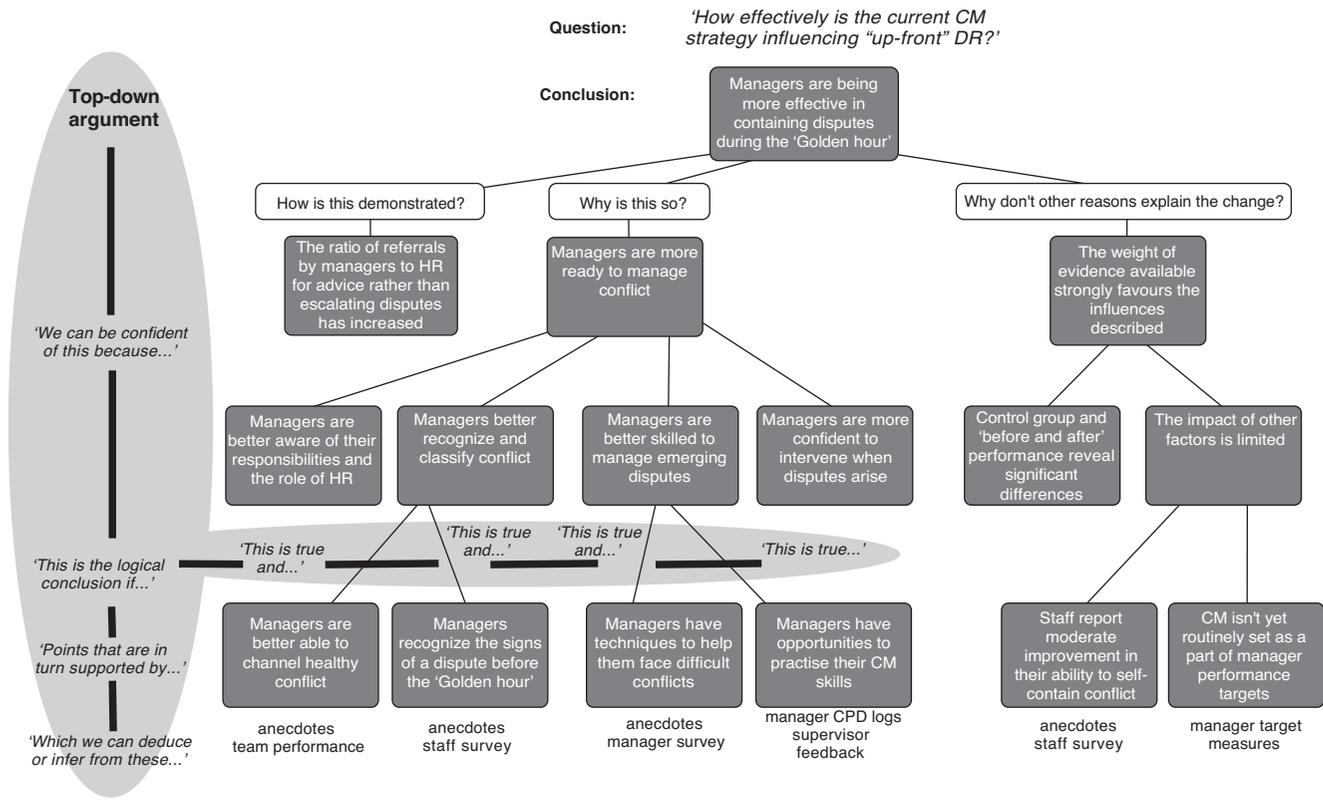


Figure 11.1 Pyramid argument

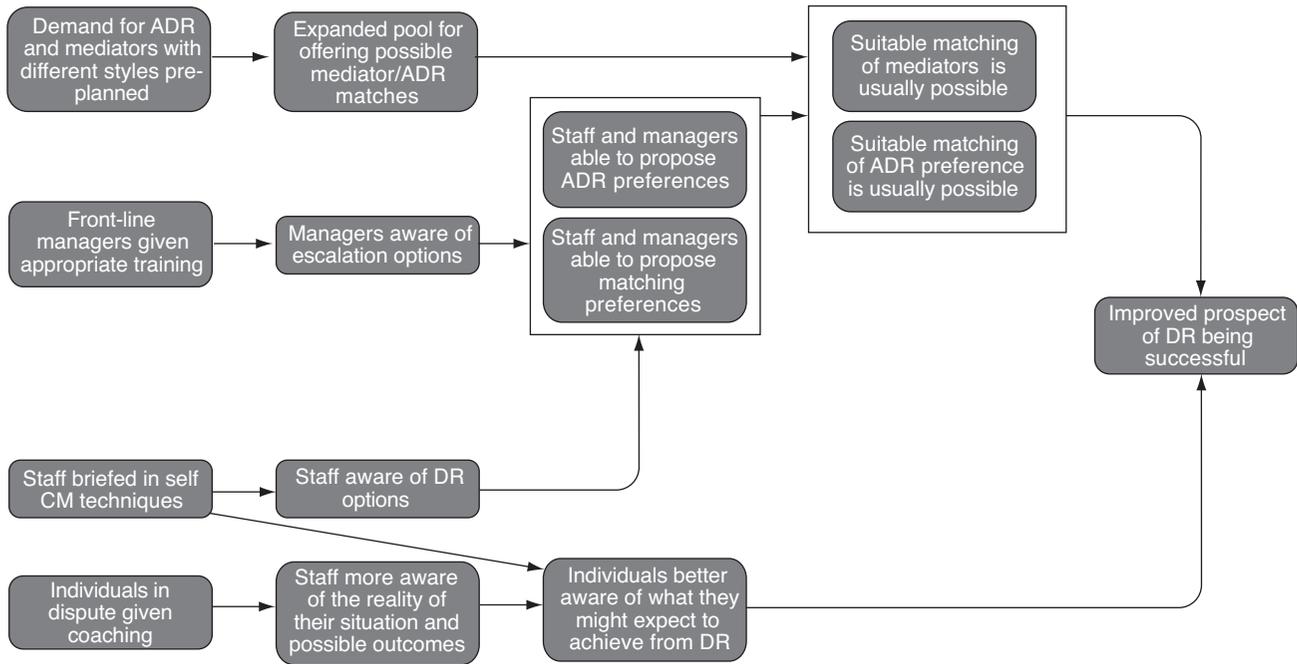


Figure 11.2 Impact chain