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Conflict and Ambiguity"; "Consequences of Role Conflict"; "Managing Intrapersonal Conflict"; "Summary"; "Interpersonal Conflict"; "Prisoner's Dilemma"; "A Model of Conflict"; "Antecedent Conditions"; "Perceptual and Behavioral Changes."; "Structure Formation."; "Decision Process." "Conflict Aftermath." "Consequences of Interpersonal Conflict"; "Individual and Group Performance"; "Individual and Organizational Outcomes"; "Negotiation"; "Separate the People from the Problem"; "Focus on Interests, Not Positions"; "Invent Options for Mutual Gain"; "Fixed-pie Assumption."; "Premature Judgments."; "Searching for a Single Answer."; "A Assumes that B is Responsible for Satisfying A's Interests."; "Insist on Using Objective Criteria"; "Collaborative Principle Sample Statement"; "The BATNA Principle"; "Hard versus Soft Negotiating Style" "Managing Interpersonal Conflict" "Diagnosis"; "Measurement."; "Analysis."; "National Norms."; "Sources."; "Intervention"; "Process."; "Primarily Position From To Being Assumed"; "Structural."; "Summary"; "Intragroup Conflict"; "Types of Groups"; "Formal Groups"; "Task Group."; "Informal Groups"; "Interest Groups."; "Friendship Groups."; "Effects of Intragroup Conflict"; "Findings from Recent Studies"; "Affective Conflict."; "Process Conflict."; "Substantive Conflict."; "Managing Intragroup Conflict"; "Diagnosis"; "Measurement." "Analysis."
