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2. The value of personal power; 3. Causes of conflict; 4. Resolving conflict situations; 5. The 4-step model for resolving conflict; 6.

Achieving a win-win situation

7. Summary Performance checks; 1. Quick quiz; 2. Workbook assessment; 3. Work-based assignment; Reflect and review; 1. Reflect and review; 2. Action plan; 3. Extensions; 4. Answers to self-assessment questions; 5. Answers to activities; 6. Answers to the quick quiz; 7. Certificate

Sommario/riassunto

With forty well structured and easy to follow topics to choose from, each workbook has a wide range of case studies, questions and activities to meet both an individual or organization's training needs. Whether studying for an ILM qualification or looking to enhance the skills of your employees, Super Series provides essential solutions, frameworks and techniques to support management and leadership development.
