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Nota di bibliografia	Includes bibliographical references.
Nota di contenuto	Title Page; Table of Contents; What Is Conflict?; Why Managing Conflict Is Important; Managing Conflict with Your Boss; Clarifying Expectations; Sharpening Your View; Lessons of Experience; Seven Steps toward Managing Conflict; Suggested Readings; Background; Key Point Summary; Lead Contributors
Sommario/riassunto	As individuals, we can be creative and ambitious in our personal lives and in our professional lives. But individual efforts can't always match the energy and productivity of a group. Cultures, societies, clubs, schools, and militaries arose out of our need to band together for mutual support. Organizations were created to deal more effectively with the environment-both the natural world and the world of work. But there is a trade-off when we move from individual contributions to

group efforts: the relationships necessary for working together can
spawn conflict. In organizations, tensions b
