

Let's Work It Out Notes (Key)

Complete each section with the correct answer from the slide presentation.

Working environment

- Leadership Skills
- Teamwork
- Pleasant atmosphere

Leadership skills

- Direction
- Lead dependably
- Encourage others
- Inspire others
- Coach
- Expect change
- Nurture teamwork

Teamwork

- Communication
- Verbal
- Nonverbal
- Positive attitude
- Respect
- Empathy

Pleasant atmosphere

- Focus is on employees
- Communication
- Celebrate successes
- Diverse

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Conflict	Causes of Conflict	Conflict Resolution	Steps to resolving conflict
<ul style="list-style-type: none">• A disagreement, dispute or fight between people with opposing points of view	<ul style="list-style-type: none">• Misunderstanding• Personality clashes• Competition for resources• Authority issues• Lack of cooperation• Differences over style• Low performance• Value or goal differences	<ul style="list-style-type: none">• Disputes• Negotiation• Focus on problem• Advise the manager	<ul style="list-style-type: none">• Define the problem• Suggest a solution• Evaluate a solution• Compromise• Brainstorm• Mediate