

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

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