

10.00/10.00.

Strong likeness or dislikes of people are sources of \_\_\_\_\_

a.  
potential conflict

The \_\_\_\_\_ is low assertiveness and high cooperation

c.  
accommodating mode

\_\_\_\_\_ points out that both the conflict resolution aspect (negotiation) and the management aspect are needed to arrive at a peaceful result

d.  
Zartman (2000),

\_\_\_ refers to measures that are aimed at preventing short-term, often imminent escalation of a potential conflict

d.  
Direct conflict prevention

\_\_\_\_\_ defines conflict management as the limitation, mitigation and/or containment of a conflict without necessarily solving it

a.  
Tanner (2000),

\_\_\_\_\_ occurs when there are different expectations making it difficult for the incumbent to satisfy all expectations.

c.  
Intra role conflict

\_\_\_\_\_ refers to the pattern of relationship in an organization

Structure

a.  
structural prevention

\_\_\_\_\_ is the ascribed behavior expected from the incumbent of a position.

Role

the \_\_\_\_\_ of conflict management is low assertiveness and low cooperation.

avoiding mode