

\_\_\_\_\_ is the management of the most important resources of any organisation-T  
Human resources management

People contribute to about \_\_\_\_\_ of resources that management needs in order to succeed.  
0.7

\_\_\_\_\_ is a state of discord caused by the actual or perceived opposition of needs, values and interests between people working together.

workplace conflict

the best advice one can give to a pragmatic manager interested in sustaining a productive working relationship is to \_\_\_\_\_

always listen to his/her

According to Otu (1998), morale is \_  
The emotional reaction of a person to his job

\_\_\_\_\_ looks for an expedient and mutually acceptable solution which partially satisfies both parties.  
Compromising

The win-win approach sees conflict resolution as an \_\_\_\_\_ to come to a mutually beneficial result  
Opportunity

An attempt at describing an ideal form of an organization which guarantees the predictability of the behaviour of employees of an organization is known as \_  
Bureaucratic model

Motivation is one of the ways of arousing interest and inspiring people to cooperate and when necessary \_\_\_\_\_ something extra.  
pull out

Workplace diversity when not well managed becomes a  
Organization Threat