



BUSINESS MANAGEMENT
 LAP 17.1—Chapter 17.1
 Managing Conflict and Stress
 Conflict in the Workplace

Name _____
 Period _____
 Date Started _____
 Date Completed _____

DoDEA Standards

- ◆PT2e Evaluate information critically and completely.
- ◆PT4c Use information accurately and creatively.
- ◆PT5f Develop the ability to market the assets each individual has.
- ◆PT6a Demonstrate interpersonal, teamwork, and leadership skills necessary to function in diverse and multicultural settings.

Objectives

- ◆ Understand the sources of conflict that exist in the workplace.
- ◆ Recognize how managers can resolve conflicts among their employees.
- ◆ Understand the sources and effects of stress and burnout in the workplace.
- ◆ Identify the kinds of programs businesses set up to deal with employee problems.
- ◆ Know how to use stress-management techniques to reduce the level of stress.

Resource

Text: Business Management
 Student Workbook and materials for above
 Chapter 17, Managing Conflict and Stress (17.1—Conflict in the Workplace)

Time Frame

3 hours

Introduction

In Chapter 17, Part 17.1, you will learn the positive and negative effects of workplace conflict, the three types of workplace conflict, and how business managers deal with conflict.,

Assignments

**Where appropriate and possible, written answers must be in complete sentences and keyed.
 Turn in completed activities as directed by instructor.**

_____ Text: Read p. 391, Management Talk, and the workplace connections section and complete the questions for Analyzing Management Skills and Applying Management Skills on a separate sheet of paper.

_____ Text: Read Section 17.1, pages 392-399, Conflict in the Workplace.

_____ Text: Management Careers in Focus (Hotel Manager), p. 395. Read and key answers to critical thinking questions.

_____ Text: p. 399, Section 17.1 Assessment: Key answers to critical thinking questions and case analysis.

_____ Workbook, pages 254-256: Skill Building Activities 1, 2, and 3 : Reading, Math and Writing Skills. Key answers on your Chapter 17 Word Answer Document.