1. Distinguish between functional and dysfunctional conflict.
2. Distinguish between win-win and win-lose negotiation.
3. What is the difference between influence and power?
4. Where does power come from?
5. Explain the elements in the communication process and why this is important in the workplace.
6. Explain the role of behavioral influences on decision-making in the workplace.
7. Discuss the trait approach to leadership.
8. What are the situational approaches to leadership?
9. Discuss the issues in designing an organizational structure.
10. Identify and discuss a number of change methods.