

## Dealing with Conflict

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### Assignment 6

**Total Marks: 30**

Q.1 **Short Questions:**

(20)

- i. Explain the steps involved in the conflict resolution process.
- ii. How and when a supervisor should get involved in a conflict?
- iii. What is the importance of training and motivation for maintaining discipline?
- iv. What is supervisor's role in maintaining discipline? Outline the supervisor's key responsibilities with this regard.

Q.2. What are the three phases of problem solving method? Explain the activities that are carried out at each stage. (10)