

## Dealing with Conflict

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### Assignment

**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)