

SECTION 4 *Questions 31–40*

Complete the notes below.

Write **ONE WORD ONLY** for each answer.

Conflict at work

Conflict mostly consists of behaviour in the general category of 31

Often a result of people wanting to prove their 32

Also caused by differences in 33 between people

34 '.....' conflicts: people more concerned about own team than about company

Conflict-related stress can cause 35 that may last for months

Chief Executives (CEOs)

Many have both 36 and anxiety

May not like to have their decisions questioned

There may be conflict between people who have different 37

Other managers

A structure that is more 38 may create a feeling of uncertainty about who staff should report to.

Minimising conflict

Bosses need to try hard to gain 39

Someone from outside the company may be given the role of 40 in order to resolve conflicts.