1. When there is tension between two or more parties, it is called ________________.

2. List the five conflict management styles:
   1) ____________________________________________________
   2) ____________________________________________________
   3) ____________________________________________________
   4) ____________________________________________________
   5) ____________________________________________________

3. What is the purpose of a mediator?

4. What are the three types of behavior discussed in the conflict section?

5. Harassment can include sexual harassment. What is the definition of sexual harassment?

6. Name the two types of sexual harassment.

7. Which type of sexual harassment would mean “this for that”?

8. Who is a shop steward and what do they do?

9. What does “agree to disagree” mean?