**Critical Incident**

**ON THE EDGE**

Neil Tocher

**(contact author)**

College of Business

Idaho State University

Pocatello, Idaho 83209-8020

208-282-3588 (voice)

208-282-4367 (fax)

[tochneil@isu.edu](mailto:tochneil@isu.edu)

Alexander R. Bolinger

College of Business

Idaho State University

Pocatello, Idaho 83209-8020

208-282-6242 (voice)

208-282-4367 (fax)

boliale2@isu.edu

Key Words

Interpersonal Communication

Conflict Resolution

Power

Emotional intelligence

Negotiation

April 22, 2014

Critical Incident submitted to the

Journal of Critical Incidents