

GLOSSARY

Managing Team Conflict

With Henna Inam

Use these terms and definitions to understand concepts taught in the course.

| Term | Definition |
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| competency-based trust | A belief that another person can complete their assigned task or perform their professional role effectively |
| reliability-based trust | A belief that a teammate or coworker will deliver on the promises and commitments they've made |
| vulnerability-based trust | A belief that a teammate or coworker can be honest about themselves, even when it comes to their weaknesses and failures |
| VUCA | The idea that the world in which we live is volatile, uncertain, complex, and ambiguous |
| assertive | The act of making sure your own needs are met |
| cooperative | The ability to understand another person's needs and helping them in order to get their needs met |
| competing | Putting your own needs, or points of view, above that of others |

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| compromising | When each person in a conflict gives up something of what they want in order to reach a solution |
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