

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.