

COMPANY CONFLICT MANAGEMENT AND THE ROLE OF THE LEADER

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Abstract

Taking decisions involves certain risks and uncertainties, both individually and collectively. Decision making is the art of choosing the most appropriate solution of all the available ones; the choice will be made using one of the three possible situations regarding the existing data: certainty, risk or uncertainty. This paper will present some of the management strategies and the techniques used by a leader in order to overcome conflictual situations.

Keywords: conflict management, management strategies, communication, decision making process

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