**Chapter 7: Managing Conflict**

**Discussion Questions**

1. Think of teams to which you have belonged. What are some “healthy” and some “unhealthy” conflicts?
2. Think about a team conflict you have experienced. What were the sources of the conflict? How was the conflict managed?
3. Do you think that conflict has a positive impact on teams, overall, by helping teams discover and resolve interpersonal and procedural problems?
4. Which approach to conflict resolution is best? Why?