**COURSE LEARNING OUTCOMES**

**TOPIC 8: POWER CONTROL AND CONFLICT RESOLUTION**

Upon completion of the chapter, students should be able to:

* Discuss the four contingencies of power.
* Explain how people and work units gain power through social networks.
* Describe eight types of influence tactics, three consequences of influencing others, and three contingencies to consider when choosing an influence tactic.
* Evaluate either the conflict situations is bad or good to the organizations.
* Explain the conflict process.