**Write the answers in this document please.**

1. Identify and briefly explain 3 negative outcomes of conflict.
2. Identify and briefly explain 3 positive outcomes of conflict.
3. Identify and explain in detail 3 possible causes of conflict using examples to help you.
4. Identify and briefly explain 3 symptoms of conflict.
5. There are some key components of an employee relations system. Identify and explain in detail with example for each.
6. The Context
7. The balance of bargaining power
8. The processes used to reconcile interests and reach agreement
9. Identify and explain 2 main features of the **unitary (individualistic)** and **pluralist (collectivist)** model of employee relations.