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2 THE BIG BOOK OF CONFLICT-RESOLUTION GAMES
real-life situations, especially in the realms of competition and cooperation, games can reveal the typical way conflict is dealt with in the team. Teams can begin to understand their usual reactions, and then go on

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to discover more effective strategies for dealing with similar situations.

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The process, in brief, looks like this: Applying big data analytics to detailed customer-data sets, we first identify

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The Big Book of Conflict Resolution Games: Quick ...

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The 7 Habits of Highly Effective People Book Review

1. Focus on the big picture of customer service. What is the big picture? The big picture as described in the book is, being proactive is a lot more beneficial in a

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professional setting than being reactive. Do the right thing even when no one is looking and be better tomorrow than you were the day before. 2.Share how the information from the ...

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