

1. case study	a primary research method in which the data collected are in a raw format and have not been gathered or written by another party
2. conflict	a disagreement between individuals or groups based on a clash of ideas, principles, beliefs or people; incompatible desires, impulses or states of being result in a psychological state of turmoil
3. culture	the shared products of a human group, including physical objects and beliefs, values and shared behaviours
4. incompatible	a situation in which individuals have basic differences, different goals and aspirations, and are unable to exist, cooperate, blend or get along with one another
5. leader	an individual who guides or directs others by showing them the way, or by telling them how to behave
6. mediation	a method of conflict resolution that is carried out by an unbiased individual who works with disputing parties to help them improve their communication and their analysis of the conflict situation
7. negotiation	the process of discussion between two or more individuals who seek to find a solution to a common problem
8. norm	a standard or pattern of behaviour that is considered normal in a particular society
9. power	an individual's or group's ability to do something or bring about change
10. power base	the position, area, groups or individuals that provide the foundation of somebody's power or support
11. resolution	the process of resolving a dispute or a conflict by providing for the needs of the disputing parties, and adequately addressing their interests so that they are satisfied with the outcome
12. role	the part played by somebody in a given social context, with any characteristic or expected pattern of behaviour that it entails
13. self-esteem	an individual's self-perception, self-value or self-worth
14. sociogram	a map that is used to track or record interactions between individuals within a group; directional arrows show the flow of interaction