

Our Mission

To produce high quality written case studies and accompanying teaching aids to support learning in collegiate education, management and employee development programs, non-credit seminars, continuing education programs, and other adult learning settings.

To be an effective contributor to our mission, each employee must have mastered a defined body of knowledge. The required information is contained in the sourcebook, *Managing Differences*, which accompanies this handbook, and a chapter titled “Managing Organizational Conflict,” which is reprinted in section 3 of this handbook. These readings contain the conceptual models on which case analyses and proposals are based.