
ACKNOWLEDGMENTS

I would like to offer my deep thanks to my research assistants, Erin A. Exum and Haley Everson, for their endless enthusiasm, support, and assistance during this project. Others who helped and supported this research include Jennifer Victor, Dr. Mary Lou Odom, Adam Blaschke, Dr. Trina Cyterski, Thomas Sclefani, and Hayley Lester. Feedback on the first draft was provided by professor Wallace Tanksley, graduate students taking “Conflict Management for Managers” at Kennesaw State University in Georgia, and four anonymous peer reviewers.

Thanks also go to my husband, children, and coworkers, who displayed great patience when I devoted much time to this endeavor.