Workplace Conflict Resolution Case Studies

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More significantly for the longer term, the research also confirms that more employers are now using mediation skills to develop their conflict management capability. The two case studies highlight the shift in approach being adopted by enlightened employers towards greater informality in managing conflict. Download the report below.

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Conflict resolution is the process of resolving a dispute or a conflict by meeting at least some of each side’s needs and addressing their interests. Conflict resolution sometimes requires both a power-based and an interest-based approach, such as the simultaneous pursuit of litigation (the use of legal power) and negotiation (attempts to reconcile each party’s interests).

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This style of dealing with a conflict is known as withdrawing or avoiding (Condliffe, 2008). In this style of addressing conflicts, one stays clear of the conflict regardless of how serious it is. This type of conflict resolution may be advantageous when the opposing party is forceful or attempts aggression. In this case George’s attempts to...

Conflict Management Case Analysis | Grademiners.com
DEALING WITH CONFLICT IN THE WORKPLACE National Food Service Management Institute The University of Mississippi University, Mississippi www.nfsmi.org 2001. ACKNOWLEDGMENTS Sincere appreciation is expressed to the following people who contributed their time and expertise in reviewing the human resource modules during various stages of development. Dee Baker, Executive Director, Child Nutrition...

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Living with Conflict 88 Albert’s Conflict: A Case Study 88 Handling Conflict Pitfalls 90 Surviving the Ups and Downs of Conflict 94 Self-Check: Chapter Six Review 98 Your Action Plan for Managing Workplace Conflict 99 Answers to Selected Exercises 100. SAMPLE 6 Taking a Positive Approach to Conflict Angela was so upset she could hardly eat her lunch. “I’ve had it,” she complained to her ...

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