

제 7 강

Conflict Resolution

Contents

- 1. Under what condition will conflict always occur?**
- 2. Is conflict good or bad?**
- 3. How do we solve the conflict?**
- 4. Roy: Conflict Resolution**

Under what condition will conflict always occur?

Resource vs. Demand → Conflict

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Resource vs. Demand → Conflict

Ex) Salary increase

: A limited resource which must be allocated to try to meet the expectation

- Likely a f(Percent rate of inflation)

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- **Value is a f(negative aspect)**

Ex) Strike : If failure to meet demand will result in a strike than this permits the change value structure.

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How value structure of conflict change?

- Conflict is not necessarily bad → It could be useful
- Value is a f(negative aspect)

Ex) Strike : If failure to meet demand will result in a strike than this permits the change value structure.

- ad. to put value

→ Thus negative aspects provide information so that value structure can change.

Ex) Occupational Health & Safety

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- a. Give everyone something where as no one gets all they want
→ Sacrificing individual value
 - b. Committee systems → share responsibility
 - c. Resolution of conflict is often to maintain the status-quo.**

Roy : Conflict Resolution

	Speed	Quality of Information	After effect
Domination	Fast	Low	Strong reaction
Compromise	Medium	Varies uncertain	Overstate
Integration	Slow	Accurate	Favorable

7강 Summary

