

제 12주 1시간

# Conflict Resolution

2006. 11. 21

# Conflict Resolution

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**1. Under what condition will conflict always occur?**

**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 )**

# Conflict Resolution

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## 2. Is conflict good or bad?

**How value structure of conflict change?**

**- Conflict is not necessarily bad.**

**→ It could be useful.**

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

# Conflict Resolution

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## 2. Is conflict good or bad?

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

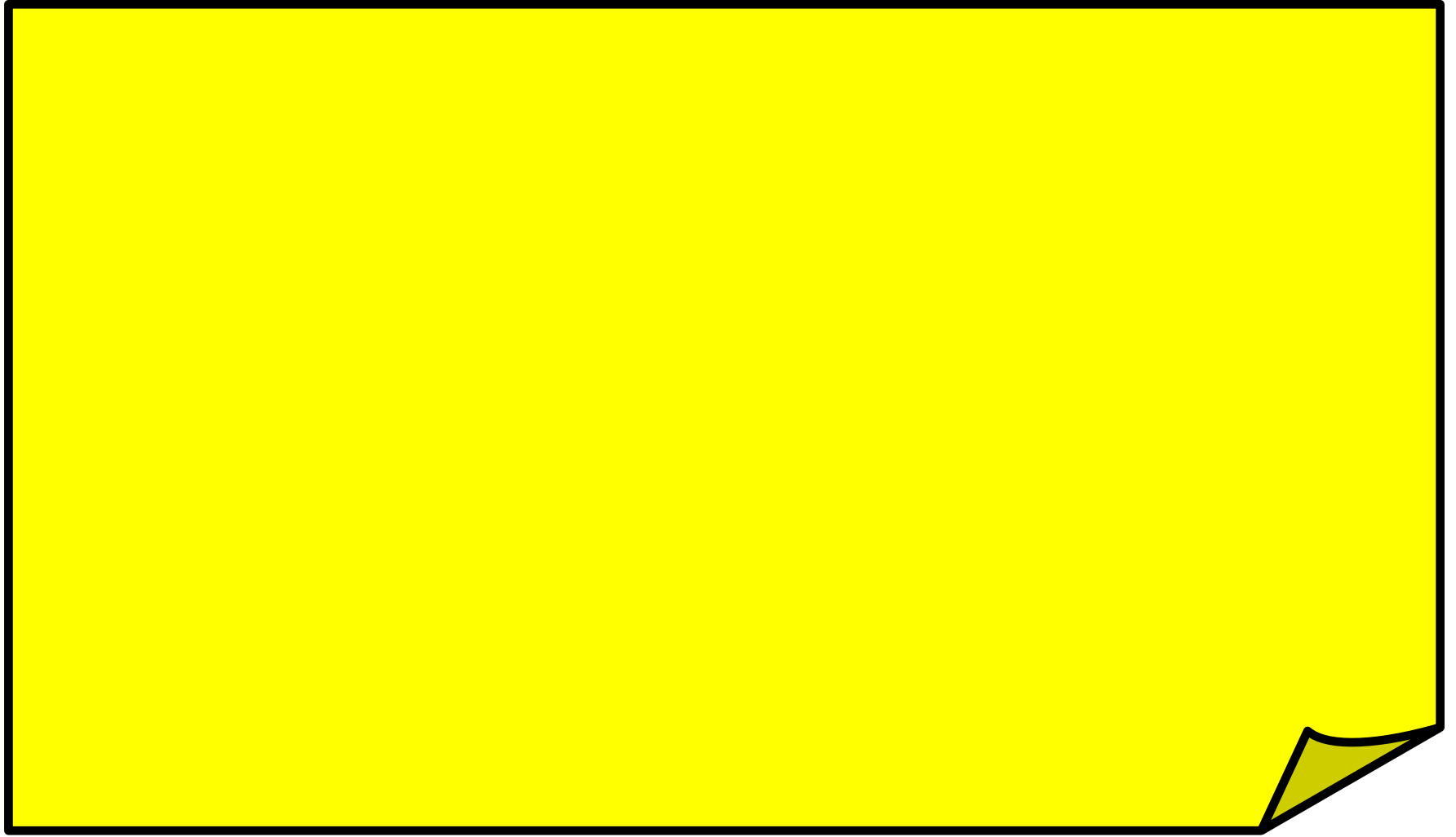
**- ad. to put value**

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

**Ex) Occupational Health & Safety**

# 제 12주 제 1시간 정리

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**제 12주 2시간**

# **Conflict Resolution**

2006. 11. 23

# Conflict Resolution

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## 3. How do we solve the conflict?

- Individual : within, between
- Organizational
- Inter-organizational

# Conflict Resolution

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## 3. How do we solve the conflict?

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.



# Conflict Resolution

## Roy : Conflict Resolution

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

# 제 12주 제 2시간 정리

