
Session 12

Conflict Resolution

Conflict Resolution

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

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

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

Conflict Resolution

3. How do we solve the conflict?

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

Conflict Resolution

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	Fast	Low	Strong reaction
Compromise	Medium	Varies uncertain	Overstate
Integration	Slow	Accurate	Favorable

Session 12 Summary

