
Workplace Conflict Resolution Case Studies

Paving the Way

Handbook for Developing Emotional and Social Intelligence

Managing Workplace Conflict

Turning Conflict Into Profit

Managing Workplace Conflict

Reframing Resolution

Leadership and Management: Case Studies in Training in Higher Education in Africa

Building Trust and Constructive Conflict Management in Organizations

Conflict Resolution

The Essential Guide to Workplace Mediation and Conflict Resolution

Cultural Impact on Conflict Management in Higher Education

The Exchange

The Essential Guide to Workplace Mediation and Conflict Resolution

Resolving Personal and Organizational Conflict

Advances in Industrial and Labor Relations, 2017

The Oxford Handbook of Conflict Management in Organizations

The Complete Guide to Conflict Resolution in the Workplace

The Conflict Resolution Toolbox

The Essential Guide to Workplace Mediation & Conflict Resolution

Managing Conflict in the Workplace

Industrial Conflict Resolution in Market Economies: A Study of Australia, The Federal Republic of Germany, Italy, Japan and the U. S. A.

Resolving Conflicts at Work

Workplace Dispute Resolution and the Management of Individual Conflict

Managing Conflict at Work

Case Studies in Project, Program, and Organizational Project Management

Conflict Management for Managers

The Saar Conflicts 1945-1955

Advancing Civil Justice Reform and Conflict Resolution in Africa and Asia:

Comparative Analyses and Case Studies

Managing Conflict at Work

Co-operative Workplace Dispute Resolution

The Oxford Handbook of Conflict Management in Organizations

Managing Conflict

Solid Work You Mob are Doing

Solid Work You Mob are Doing

Resolving Conflicts at Work

Conflict Management for Managers

Conflict Management in Divided Societies

Managing and Resolving Workplace Conflict

Conflict Management in the Asia Pacific

Workplace
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Paving the Way The Oxford Handbook of Conflict Management in Organizations conflict management in the Asia Pacific Assumptions and Approaches in Diverse Cultures Research-based and action-oriented, this book aims to give both a conceptual understanding of conflict management and practical guidelines to managing conflict in the Asia Pacific. It describes the various assumptions, expectations and values of Asia Pacific workers and how they deal with their conflicts. The book's central theme is on doing business internationally and managing conflict with different peoples and countries in the region. It describes how each country handles conflict in the workplace and how other countries can work with them effectively and constructively at various levels of management. The authors define the attitudes, assumptions and self-perceptions which shape a country's approach to conflict. These self-perceptions

can have a major impact on conflict management especially when dealing with people from other countries. The contributors of all chapters draw upon a wide range of disciplines to document the conflict beliefs of people in their country. In addition to cross-cultural and other behavioral studies, they use literature and history to identify how people in their country think about themselves and their neighbors. They also refer to case studies where expectations get in the way, how expectations help conflict management, and how people overcome interfering expectations to forge successful business alliances.

Handbook for Developing Emotional and Social Intelligence Springer Conflict in the workplace becomes expensive when an organization's efficiency is damaged by friction between employees. Conflicts can threaten the profitability and innovation of business, the sustainability of public institutions, and the health and achievement of individuals. "Turning Conflict Into Profit

"explains how "leaning into conflict" not only defuses workplace tensions but releases blocked energy into positive channels of development.

Managing Workplace

Conflict Kogan Page Publishers

Successful management depends on the ability to quickly and effectively manage conflicts. Conflict Resolution includes hands-on information for effectively communicating with employees, disciplining and even terminating employees, understanding and using organizational politics, and more.

Turning Conflict Into

Profit John Wiley & Sons " People thrive on conflict in most areas of their lives - football games, political debates, legal disputes - yet steer clear from workplace conflicts. But conflict is actually a healthy way to challenge the existing order and essential to change in the workplace. The real problem is not conflict per se, but managing conflict. This authoritative manual explains step by step how to design a complete conflict resolution system and develop the skills to implement it. Packed with

exercises, case studies, and checklists, the book also supplies: * an overview of workplace conflict * diagnostic tools for measuring it * techniques for resolving conflict, such as negotiation, labor/management partnerships, third-party dispute resolution, mediation, arbitration, more."

Managing Workplace Conflict IAP

The Essential Guide to Workplace Mediation and Conflict Resolution examines the nature, process, uses and skills for employing and using mediation. The authors examine what mediation is and how it can be successfully applied to resolve issues, by presenting a range of techniques and case studies. Applicable to not only one-on-one conflict, but also at team and board room level, this is the book for you whether you are in the front line and have to anticipate, pre-empt or defuse conflicts in support of productive working relationships, are already a mediator or are training to become one.

Reframing Resolution

Routledge

Handbook for Developing Emotional and Social

Intelligence is an authoritative collection of practical content—best practices, case studies, and tools—that showcases the application and development of emotional and social intelligence in the workplace. The authors are some of the best-known experts in the field and the book includes practitioners, academics and thought-leaders that contributed to this rich collection of knowledge and solutions that will appeal to anyone involved in developing leaders and teams. The handbook features topics such as leadership, recruitment, conflict resolution, team development, and stress management.

Leadership and Management: Case Studies in Training in Higher Education in Africa
Lexington Books

The Project aims to provide evidence-based research and resources to support the development of more effective approaches to managing conflict involving Indigenous Australians.

Building Trust and Constructive Conflict Management in Organizations

Routledge

This exciting and innovative new textbook takes a multi-perspective

approach to the study of conflict management in divided societies. Offering a wide range of perspectives from the leading experts in the field, the work explains conflict management from the viewpoint of the political scientist, the constitutional architect, the activist, and the NGO. It examines the philosophies underpinning constitutional design, the actors and processes involved, and the practicalities of the settlement process, combining conceptual and theoretical contributions with empirical case studies. In so doing, it provides a comprehensive global introduction to the study of conflict management in divided societies. Features & benefits of the textbook: Clearly explains the theories underpinning constitutional design including power sharing/liberal consociationalism, centripetalism, power dividing, and territorial solutions Surveys the key actors and processes involved in designing and implementing peace including the evolution of diplomacy in peace-making, and separate chapters about crafting solutions for divided

societies from the perspectives of NGOs, the UN, EU and AU Explores the realities on the ground with chapters written by activists and practitioners which draw on their experience of working in conflict zones Written in a clear and engaging style, this work is essential reading for all students of conflict resolution.

Conflict Resolution

University of Alberta

"Managing Workplace Conflict critically analyses Alternative Dispute Resolution (ADR) in Australian workplaces. It includes coverage of: various ADR techniques and the roles played by ADR practitioners in workplace conflict; the need for workplace grievance policies and the forms these can take; the suitability of ADR for various types of disputes; the effects of the Work Choices Act 2005 (Cth) on dispute resolution; and three case studies where ADR was utilised in workplace conflict and the experiences of both the human resource consultant and their clients. Managing Workplace Conflict is written against the background of a rapidly changing Australian labour market. It argues that ADR in the Australian

workplace needs to be conducted with an understanding of the changed industrial relations environment and the power differences between key workplace stakeholders, as well as commitment to ethical practice and workplace justice. It presents the key concepts central to the practice of ADR in Australia and provides a practical, useable reference book for both the professional and the student." -- back cover
[The Essential Guide to Workplace Mediation and Conflict Resolution](#) John Wiley & Sons
 Volume 22 of *Advances in Industrial and Labor Relations* focuses on new approaches to managing resolving workplace disputes and alternative dispute resolution (ADR) from both theoretical and empirical perspectives and includes contributions from leading international scholars, including J. Ryan Lamare, William K Roche and Paul L. Latreille.
Cultural Impact on Conflict Management in Higher Education John Wiley & Sons
 "Resolving Personal and Organizational Conflicts and Disputes offers specific methods for assisting disputing parties to communicate their

problems without sinking into the twin traps of demonization and victimization. In addition, the authors show how to encourage people and organizations in conflict to identify new ways of sustaining supportive relationships and transforming anger into awareness, dialogue, and reconciliation."--BOOK JACKET.

Springer

Conflict, bullying and harassment can destroy the foundations of the most enterprising organisations. Bullying is now a key complaint received by HR departments. Destructive conflict creates stress, which can lead to poor morale and performance, increased staff turnover and an overall decline in organisational effectiveness. The good news is destructive conflict can be reduced – but this is a sensitive issue, requiring managers to call on tried and tested techniques. Published for HR and line managers, *IRS Managing Conflict in the Workplace* will help employers to recognise and resolve destructive conflict issues more effectively, enabling them to become more positive, productive and efficient. It gives invaluable advice on

conflict prevention, mediation and negotiation; it explains how to manage conflict in a wide variety of situations; and includes guidance on the new statutory requirements for disciplinary and grievance procedures. The handbook will enable HR professionals to:

- recognise the sectors, departments and types of individuals most prone to conflict
- measure the costs of conflict
- understand and comply with the law on the employer's duty of care
- spot potential problems, recognise bullying behaviours, understand the difference between constructive conflict and bullying and harassment, conduct a risk assessment and take preventative action
- establish, communicate and monitor effective policies and procedures
- train staff and managers in how to manage conflict effectively
- reach agreement through negotiation
- use conciliation and mediation to resolve difficult situations

Also included is best practice advice, sample conflict management policies, case studies, checklists and legal compliance.

The Exchange Jossey-

Bass

In real-life conflict resolution situations, one size does not fit all. Just as a mechanic does not fix every car with the same tool, the conflict resolution practitioner cannot hope to resolve every dispute using the same technique.

Practitioners need to be comfortable with a wide variety of tools to diagnose different problems, in vastly different circumstances, with different people, and resolve these conflicts effectively. The Conflict Resolution Toolbox gives you all the tools you need: eight different models for dealing with the many conflict situations you encounter in your practice. This book bridges the gap between theory and practice and goes beyond just one single model to present a complete toolbox - a range of models that can be used to analyze, diagnose, and resolve conflict in any situation. It shows mediators, negotiators, managers, and anyone needing to resolve conflict how to simply and effectively understand and assess the situations of conflict they face. And it goes a step further, offering specific, practical

guidance on how to intervene to resolve the conflict successfully. Each model provides a different and potentially useful angle on the problem, and includes worksheets and a step-by-step process to guide the reader in applying the tools. Offers eight models to help you understand the root causes of any conflict. Explains each model's focus, what kind of situations it can be useful in and, most importantly, what interventions are likely to help. Provides you with clear direction on what specific actions to choose to resolve a particular type of conflict effectively. Features a detailed case study throughout the book, to which each model is applied. Additional examples and case studies unique to each chapter give the reader a further chance to see the models in action. Includes practical tools and worksheets that you can use in working with these models in your practice. The Conflict Resolution Toolbox equips any practitioner to resolve a wide range of conflicts. Mediators, negotiators, lawyers, managers and supervisors, insurance adjusters, social workers, human resource and

labour relations specialists, and others will have all the tools they need for successful conflict resolution.

The Essential Guide to Workplace Mediation and Conflict Resolution OUP Oxford

The Essential Guide to Workplace Mediation and Conflict Resolution examines the nature, process, uses and skills for employing and using mediation. The authors examine what mediation is and how it can be successfully applied to resolve issues, by presenting a range of techniques and case studies. Applicable to not only one-on-one conflict, but also at team and board room level, this is the book for you whether you are in the front line and have to anticipate, pre-empt or defuse conflicts in support of productive working relationships, are already a mediator or are training to become one.

Resolving Personal and Organizational Conflict
IGI Global

The ever expanding market need for information on how to apply project management principles and the PMBOK® contents to day-to-day business situations has

been met by our case studies book by Harold Kerzner. That book was a spin-off from and ancillary to his best selling text but has gained a life of its own beyond adopters of that textbook. All indications are that the market is hungry for more cases while our own need to expand the content we control, both in-print and online would benefit from such an expansion of project management "case content". The authors propose to produce a book of cases that compliment Kerzner's book. A book that offers cases beyond the general project management areas and into PMI®'s growth areas of program management and organizational project management. The book will be structured to follow the PMBOK in coverage so that it can not only be used to supplement project management courses, but also for self study and training courses for the PMP® Exam. (PMI, PMBOK, PMP, and Project Management Professional are registered marks of the Project Management Institute, Inc.)

[Advances in Industrial and Labor Relations, 2017](#)

Jossey-Bass
Cultural Impact on Conflict Management in

Higher Education shares information regarding conflict management and resolution in higher education from a global perspective. In this book, we introduced many conflict resolution methods from different regions in the world. You can borrow some successful strategies and examine the differences and similarities between contexts. The book shares a conflict resolution model which may direct the reader to start thinking about addressing and managing conflicts from different levels of organizations. This book is a collective work of authors coming from all over the world. We chose higher education as the context because it is a place where diverse thoughts, perspectives, and people come together. Because of the potential richness of diversity on a college campus, the opportunity for conflicts occurs. Managing conflict does not work when there is a "one-way only approach/model" for addressing conflict. Some conflict resolution encompasses multiple dimensions: (a) one's personal beliefs or beliefs about an issue; (b) an individual's personal

history in terms of how the conflict was perceived as something to be discussed or not; (c) work culture of the conflict where if 'one has a conflict,' the person or unit is messing up or there is a problem person; (d) the unconscious strategies of 'face saving' (trying to maintain one's image) present; (e) social hierarchies or relationships; and (f) the diversity dimensions and issues that may be present.

The Oxford Handbook of Conflict Management in Organizations John Wiley & Sons
Managing Conflict at Work provides practical guidance on how to prevent, contain and resolve conflict in the workplace. It demonstrates how effective conflict management can have a powerful impact on the way organisations channel their energies; encouraging positive mindsets and building stronger and happier workforces. Putting the cost of rising conflict in context with recessionary times, it looks beyond individual cases to issues such as workforce motivation and corporate responsibility. The authors provide a wide range of

practical techniques, tools and templates to support individuals who need to facilitate the resolution of employee disputes. Aimed not just at mediators and conflict practitioners, but at staff managers and anyone who needs to deal with people disputes; the book emphasises simple and practical ways for dealing with conflict situations - both when potential disputes are first emerging, and once a conflict has escalated into a formal complaint. Also including international case studies, extensive appendix of templates, tools and forms, including stakeholder analysis, mediation in-take forms and reflective questioning prompts, *Managing Conflict at Work* provides practical support to ensure that your company prevents disputes and stays within the law. The book is accompanied by an extensive range of ready-to-use templates and case studies and is supported by a dedicated website, providing information and downloads referred to in the book, as well as videos and podcasts. [The Complete Guide to Conflict Resolution in the Workplace](#) CRC Press
 The civil justice system is characterized by a distinct

dispute resolution and law enforcement functions, although these functions are not always explicit and their relationship can be vague. People normally turn to this legal system to address an "unjust" situation they encounter. This makes civil justice both socially and economically important, as it may be driven by efficiency or access to justice concerns. The literature suggests that law reform has an uninspiring record in this field. This is because it has, largely, not been considered with a detailed, empirically informed evaluation of proposed solutions. This legal system is complex, and research in this field is correspondingly challenging, interesting, and important. Advancing Civil Justice Reform and Conflict Resolution in Africa and Asia: Comparative Analyses and Case Studies provides significant empirical research findings as well as theoretical reviews and frameworks on a wide array of issues within civil justice and the legal system. This includes topic areas such as access to justice and legal representation, the challenges to developing civil justice, courts and

procedures, and civil justice reform. This book is valuable for lawyers, human rights lawyers, court officials, psychologists, social workers, sociologists, consultants, professionals, academicians, students, and researchers working in the field of law, socio-legal studies, sociology, anthropology, political science, social work, social policy, economics, and criminal justice, along with anyone seeking updated information on the current reforms and challenges within the civil justice and legal systems. The Conflict Resolution

Toolbox OUP Oxford Volume 24 of Advances in Industrial and Labor Relations (AILR) contains eight papers highlighting important aspects of the employment relationship. The papers deal with such themes as shifts in workplace voice, justice, negotiation and conflict resolution in contemporary workplaces. The Essential Guide to Workplace Mediation & Conflict Resolution Kogan Page Publishers There has been a resurgence of interest in training programmes for higher education leaders

and management (HELM) at African universities in recent times. Although there have been a few cases of evaluation studies of such programmes in Africa, a more systematic review of the lessons learnt through these programmes has not been done. This book aims to document and reflect on the learnings from intervention programmes at three African higher education councils. It is clear that university leaders face many leadership and management challenges. This is the starting point of the book.

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