

Workplace dispute resolution and the management of individual conflict – a thematic analysis of 5 case studies

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Workplace Conflict Resolution Case Studies

Susan S. Raines



Workplace Conflict Resolution Case Studies:

The Essential Guide to Workplace Mediation & Conflict Resolution Nora Doherty, Marcelas Guyler, 2008 Examines the nature process uses and skills for employing and using mediation Explores what mediation is and how it can be successfully applied to resolve issues

Case Studies in Human Resources & Talent Management Gerard Assey, 2024-08-29 Unlock the power of practical learning with Case Studies in Human Resources Talent Management your essential guide to mastering HR challenges This comprehensive book features 20 in depth case studies from diverse industries including IT manufacturing retail and healthcare Each case delves into critical HR topics such as recruitment strategies talent acquisition employee engagement performance management and more Designed for both budding and seasoned HR professionals this book provides actionable insights and innovative solutions to real world problems Discover how top companies implement cutting edge HR practices to build high performing teams and foster a thriving organizational culture Learn best practices for using case studies as a training tool and gain the skills needed to navigate complex HR scenarios with confidence Whether you are a manager leader trainer or coach Case Studies in Human Resources Talent Management is your roadmap to success in the ever evolving world of HR Elevate your expertise and ensure your organization stands out as a winner

Roundtable Justice: Case Studies In Conflict Resolution Robert B. Goldman, 2019-06-10 For close to a decade the Ford Foundation has supported a variety of efforts to advance both knowledge about and the use of alternatives to the adversary process for the settlement of disputes The Center for Dispute Settlement of the American Arbitration Association the Institute for Mediation and Conflict Resolution in New York City the Center for Community Justice in Washington D C the Institute for Environmental Studies at the University of Washington in Seattle Washington and the Office of Environmental Mediation at the University of Wisconsin have played a major role in advancing the state of the art in the disposition of major disputes as well as in introducing mechanisms for grievance management and conflict resolution

Work and Migration: Case studies from Around the World Fethiye Tilbe, Elli Heikkilä, 2021-11-16 The purpose of this edited book is to look at work and migration from multiple viewpoints and illuminate challenges faced by immigrants in the labour markets around the world It takes an approach that listens to the voices of different migrant groups in different countries based mostly on qualitative research In addition to the main themes of discussion centred on labour markets this book also makes reference to a wide range of discussion topics which often intersect with employment labour markets and the work experience of migrants These include themes such as migrant integration remittance transfers relations established and maintained with home countries legal and institutional arrangements and policy making processes in the host countries through the concepts of employment and work The chapters highlight immigrants experiences both theoretically and empirically in the contributions around the world This book which includes the experiences of specific groups like qualified unskilled and female migrants makes reference to a wide range of discussion topics such as migrant

integration remittance transfers relations established and maintained with home countries legal and institutional arrangements and policy making processes in the host countries through the concepts of employment and work

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Managing Workplace Conflict Bernadine Van Gramberg, 2006 *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

Conflict Management for Managers Susan S. Raines, 2012-12-14 Raines masterfully blends the latest empirical research on workplace conflict with practical knowledge skills and tools to effectively manage and prevent a wide range of conflict episodes This is a highly applicable top shelf book that will assist anyone from the aspiring manager to top level management and leadership in the public private and nonprofit sectors It will also be a fast favorite of professors trainers and students of business and conflict management Brian Polkinghorn Distinguished Professor Center for Conflict Resolution Salisbury University With her broad dispute resolution

teaching and editing experience Susan Raines is uniquely qualified to organize what is known about conflict management in the workplace She has succeeded in providing private public and nonprofit managers with accessible concepts and tools to deal effectively with the internal and external conflicts they must confront every day Essential reading for all managers Alan E Gross senior director training coordinator New York Peace Institute After reading an advance copy of Raine s impressive book I can t wait to begin to use it as a seminal text in my classes in organizational conflict I am amazed at her ability to cover so well such disparate subjects as systems design public policy disputes small and large group processes customer conflicts conflicts in a unionized environment and conflicts within regulatory contexts Her user friendly writing style is enhanced by her salient examples of exemplary and mistake laden practices within public and private sector organizations A must read for scholars students and practitioners interested in organizational conflict Neil H Katz professor Conflict Analysis and Resolution Nova Southeastern University Conflict management skills are essential to a manager s success Raines a leading scholar and practitioner provides a comprehensive and strategic new guide to these critical skills and how to use them in any organization Lisa Blomgren Bingham Keller Runden Professor of Public Service School of Public and Environmental Affairs Indiana University **Advances in Industrial and Labor Relations, 2017** David Lewin,Paul J. Gollan,2018-02-02 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 **Conflict Resolution: Oxford Bibliographies Online Research Guide** Oxford University Press,2010-05-01 This ebook is a selective guide designed to help scholars and students of social work find reliable sources of information by directing them to the best available scholarly materials in whatever form or format they appear from books chapters and journal articles to online archives electronic data sets and blogs Written by a leading international authority on the subject the ebook provides bibliographic information supported by direct recommendations about which sources to consult and editorial commentary to make it clear how the cited sources are interrelated related A reader will discover for instance the most reliable introductions and overviews to the topic and the most important publications on various areas of scholarly interest within this topic In social work as in other disciplines researchers at all levels are drowning in potentially useful scholarly information and this guide has been created as a tool for cutting through that material to find the exact source you need This ebook is a static version of an article from Oxford Bibliographies Online Social Work a dynamic continuously updated online resource designed to provide authoritative guidance through scholarship and other materials relevant to the study and practice of social work Oxford Bibliographies Online covers most subject disciplines within the social science and humanities for more information visit www.aboutobo.com

Workplace Conflicts Fixed Dawn Chekulski,AI,2025-02-17 *Workplace Conflicts Fixed* offers a practical guide to transforming workplace disagreements into opportunities for growth and stronger professional relationships It addresses

understanding the root causes of conflict implementing effective communication techniques for de escalation and building a framework for sustainable resolution Unresolved conflicts can decrease morale and increase employee turnover negatively impacting the bottom line This book challenges the traditional view of conflict as inherently negative framing it as a catalyst for positive change and innovation through effective management The book explores the psychology behind conflicts examining personality types and communication styles It then presents techniques for conflict resolution including active listening empathetic communication and mediation strategies supported by case studies illustrating successful conflict resolution in various workplace scenarios Readers gain actionable insights into managing disputes with the book culminating in a model for preventing future conflicts and fostering a culture of open communication The book stands apart by emphasizing personal accountability and provides practical exercises and downloadable templates **The Oxford**

Handbook of Conflict Management in Organizations William K. Roche,Paul Teague,Alexander J. S. Colvin,2014-07-03 New ways of managing conflict are increasingly important features of work and employment in organizations In the book the world s leading scholars in the field examine a range of innovative alternative dispute resolution ADR practices drawing on international research and scholarship and covering both case studies of major exemplars and developments in countries in different parts of the global economy Developments in the management of individual and collective conflict at work are addressed as are innovations in both unionized and non union organizations and in the private and public sectors New practices for managing conflict in organizations are set in the context of trends in workplace conflict and perspectives on how conflict should be understood and addressed Part 1 examines the changing context of conflict management by addressing the main frameworks for understanding conflict management the trend in conflict at work developments in employment rights and the influence of HRM on conflict management Part 2 covers the main approaches to conflict management in organizations addressing both conventional and alternative approaches to conflict resolution Conventional grievance handling and third party processes in conflict resolution are examined as well as the main ADR practices including conflict management in non union firms the role of the organizational ombudsman mediation interest based bargaining line and supervisory management and the concept of conflict management systems Part 3 presents case studies of exemplars and innovators in the field covering mediation in the US postal service interest based bargaining at Kaiser Permanente med arb in the New Zealand Police and judicial mediation in UK employment tribunals Part 4 covers international developments in conflict management in Germany Japan The United States Australia New Zealand the United Kingdom and China This Handbook gives a comprehensive overview of this growing field which has seen an huge increase in programmes of study in university business and law schools and in executive education programmes Communication for Constructive Workplace Conflict Jessica Katz Jameson,2023-04-21 Recipient of the NCA Organizational Communication Division s Outstanding Textbook Award 2023 A unique textbook for students or professionals across a range of disciplines offering a novel approach

to conflict communication Communication for Constructive Workplace Conflict describes how daily human behavior and communication can contribute to collaborative conflict management in any organization Using the LEARN Listening Engaging Acknowledging Rapport and Nurturing communication framework this practical textbook explains analyzes and critiques a range of individual responses to workplace friction offers evidence based communication strategies for effectively managing conflicts and promotes a philosophy that builds an environment that invites active participation rather than avoidance and silence Designed for courses teaching organizational communication and conflict management Communication for Constructive Workplace Conflict draws directly from the author s 25 years of experience performing conflict research in numerous corporations hospitals public agencies multi sector laboratories and non profit organizations Following the intuitive LEARN model readers are provided with the theoretical and empirical support for managing conflicts as they emerge and creating an environment for more productive conflict in real world scenarios Throughout the text concise and accessible chapters integrate key literature from disciplines including Communication Management and Negotiation Political Science Psychology and Public Administration to illustrate the impact the larger organizational context has on communication conflict and the social environment within organizations Offers practical implications for communication in daily activities in ways that support trust building and positive relationships Presents a framework based on the Communication as Constitutive of Organization CCO model Contains theoretical and research based explanations and diverse case studies to provide practical guidance for organizational members at all levels Reinforces the LEARN model with engaging class tested activities that allow students to practice constructive conflict communication Examines the impact of societal trends and how each individual s communication either promotes or impedes collaboration and constructive conflict interaction Featuring timely discussion of the impact of social distancing due to the COVID 19 pandemic and the roles of social media and online dispute resolution Communication for Constructive Workplace Conflict is an excellent textbook for upper level undergraduate and graduate students new to the field of conflict studies or organizational communication a valuable supplement for students of management organizational psychology and public administration and a useful reference for professional mediators consultants trainers and managers

Case Studies in Management & Leadership Gerard Assey, 2024-08-27 *Case Studies in Management Leadership* offers a compelling collection of real world scenarios designed to sharpen your management and leadership skills Perfect for both new and seasoned leaders this book delves into key aspects of management from communication and problem solving to ethics and team dynamics Each case study presents a unique challenge followed by thought provoking questions that encourage critical thinking and practical application Discover how to navigate complex situations make informed decisions and foster a positive organizational culture through detailed fictitious yet realistic examples Whether you re leading a diverse team managing change or resolving conflicts this book provides actionable insights and strategies that will help you excel Use these case studies to enhance your training programs spark

engaging discussions and refine your leadership approach Transform theory into practice and become a more effective leader with Case Studies in Management Leadership *Managing Employment Relations* Tony Bennett, Richard Saundry, Virginia Fisher, 2020-02-03 Employment relations is concerned with the relationship between employees and their employers one of the most important aspects of an HR role Managing Employment Relations will give students a thorough grounding in the processes context and practical application of employment relations and the skills they need for a successful career in HR Covering everything from the legal aspects of employment relations essential policies strategies and the changing social context to conflict resolution mediation employee engagement and workplace discipline Managing Employment Relations is an indispensable guide With brand new content on gig economy workers supporting diversity in the workplace individual and group policies and the need for greater transparency in the employer employee relationship this book is a comprehensive guide to the theory and practice of employment relations Mapped to the CIPD Level 7 module in employment relations and full of case studies and exercises to help students understand the practical application of the core topics this is an essential textbook for postgraduate HR students and practitioners in an employment relations role Online resources include a lecturer guide lecture slides sample essay questions and additional case studies for students and lecturers as well as annotated weblinks

Innovative Approaches to Managing Conflict and Change in Diverse Work Environments Harriott, Suzette A., 2025-04-11 The intersection of global leadership organizational change and diversity management is challenging to navigate In an increasingly interconnected and rapidly evolving world managing conflict in diverse work environments has many complexities that require further consideration While conflict is inevitable it can be regulated through effective leadership strategies emphasizing emotional intelligence and positive workplace culture By effectively navigating the hardships of a globalized workforce industries may drive sustainable change Innovative Approaches to Managing Conflict and Change in Diverse Work Environments explores the development of new frameworks and methodologies applied across various sectors and industries It fosters a deeper understanding of the critical issues facing modern organizations and provides actionable insights for both academic and professional settings Covering topics such as reputation repair high pressure work and moonlighting this book is an excellent resource for organizational leaders human resources professionals consultants policymakers professionals researchers academicians and more

The Law of Higher Education, 2 Volumes William A. Kaplin, Barbara A. Lee, 2006-08-18 This fourth edition of the indispensable guide to the laws that bear on the conduct of higher education provides a revised and up to date reference research source and guide for administrators attorneys and researchers The book is also widely used as a text for graduate courses on higher education law in programs preparing higher education administrators for leadership roles This new edition includes new and expanded sections on laws related to religious issues alternative dispute resolution the college and its employees collective bargaining at religious and private colleges whistleblower and other employee protections personal liability of employees nondiscrimination and

affirmative action in employment campus technology and computer networks disabilities student academic freedom freedom of speech and hate speech student organizations rights responsibilities and activities fees athletes rights USA patriot act and immigration status public institutions and zoning regulations regulation of research coverage of retaliatory and extraterritorial acts federal civil rights statutes

Guide de la communication écrite en anglais Sandra Thibaut, 2008 Le Guide de la communication écrite en anglais comprend plus de 90 tableaux couvrant la majorité des difficultés de rédaction L'information présentée en anglais est enrichie de notes complémentaires en français qui mettent en lumière les particularités de la langue et signalent les exceptions Il s'agit de l'outil idéal pour rédiger et mettre en forme des communications de nature professionnelle ou universitaire

Conflict At Work Zimmerman Thompson, 2025-02-18 Conflict At Work offers a practical guide to navigating workplace conflict a common challenge impacting employee morale and organizational productivity The book emphasizes that conflict when properly managed can be a catalyst for positive change It reveals that unresolved disputes can lead to decreased productivity increased employee turnover and potential legal issues highlighting the importance of effective conflict management The book uniquely advocates for proactive conflict management focusing on preventive measures like establishing clear policies and fostering open communication rather than solely reacting to disputes The book progresses logically starting with identifying the root causes of conflict such as interpersonal clashes or differing values and then detailing intervention strategies like mediation negotiation and arbitration Communication techniques including active listening are emphasized Readers will also find actionable strategies for HR Management and improving overall business management practices The book provides a structured approach moving from understanding the dynamics of conflict to applying practical resolution techniques The final sections discuss implementing preventive measures through policy and training and fostering a culture of mutual respect This approach helps organizations transform disagreements into opportunities for growth and stronger team cohesion The book's value lies in its ability to equip managers HR professionals and employees with the tools needed to foster a more positive and productive work environment through effective conflict resolution

Family Conflicts and Resolution Strategies GE Federation of Psychologists, Language and Its Cultural Nuances Language is a primary vehicle for communication yet it is profoundly affected by cultural context Language not only conveys information but also carries cultural meanings and connotations that may not be immediately obvious to outsiders Idioms colloquialisms and even humor can vary widely across cultures presenting potential pitfalls for effective communication Misinterpretation of cultural nuances in language can lead to misunderstandings for example a phrase deemed humorous in one culture may be considered offensive in another Additionally linguistic relativity the idea that language shapes thought and perception reveals how different linguistic structures influence the way individuals construct reality Cultures with languages that emphasize relational terms may foster different ways of thinking about community and identity than those with languages that prioritize individual characteristics Understanding these linguistic differences enhances a

communicative strategy that respects cultural diversity and fosters meaningful connections **Case Studies for the World of Work** Ralph Huygens, Alfred Lu, 2000 Involves students in various roles in of the working world including running a business Provides opportunities for group activities *The SAGE Handbook of Conflict Communication* John G. Oetzel, Stella Ting-Toomey, 2006-01-18 The SAGE Handbook of Conflict Communication Integrating Theory Research and Practice is the first resource to synthesize key theories research and practices of conflict communication in a variety of contexts Editors John Oetzel and Stella Ting Toomey as well as expert researchers in the field emphasize constructive conflict management from a communication perspective which places primacy in the message as the focus of conflict research and practice

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