
Workplace Conflict Resolution Case Studies

Conflict Prevention in Project Management
DIY Mediation
Conflict Resolution
The Oxford Handbook of Conflict Management in Organizations
The Essential Guide to Workplace Mediation & Conflict Resolution
Reframing Resolution
Resolving Conflicts at Work
Turning Conflict Into Profit
Managing Organizational Conflict
Emerging Systems for Managing Workplace Conflict
Communication for Constructive Workplace Conflict
Conflict Management and Leadership for Managers
Practicing Narrative Mediation
Resolving Personal and Organizational Conflict
Managing Workplace Conflict
The Essential Guide to Workplace Mediation and Conflict Resolution
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Case Studies in Project, Program, and Organizational Project Management
Managing Workplace Conflict
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The Exchange
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irs Managing Conflict in the Workplace
Building Trust and Constructive Conflict Management in Organizations
Managing Conflict
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Resolving Conflicts at Work
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The Essential Guide to Workplace Mediation and Conflict Resolution
Co-operative Workplace Dispute Resolution
The Big Book of Conflict Resolution Games: Quick, Effective Activities to Improve Communication, Trust and Collaboration
Conflict Management in the Asia Pacific
Conflict Management for Managers
The Complete Guide to Conflict Resolution in the Workplace
Conflict Management for Managers
Democracy
Mediation for Managers
Conflict Management and Leadership for Managers

Conflict Management

*Workplace Conflict
Resolution Case Studies*

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Conflict Prevention in Project Management Houghton Mifflin Harcourt
"If every HR professional were to read this book and apply what they learnt I'd be out of a job - and I'd be happy. Why? Because workplace conflict would no longer be damaging businesses or harming people." This was the motivation for Marc, a professional mediator, in writing this book - to create a practical conflict resolution toolkit for HR. *DIY Mediation* gives you the necessary skills and framework to use a mediation style approach to nip low level workplace conflict in the bud. This book covers: The Issue. The critical knowledge needed to understand conflict - what it is, why it matters and how to recognise it. The Skills. The four key skills to apply when using *DIY Mediation* supported by straightforward, practical tools. The Process. The AGREE framework, a simplified step by step mediation model you can follow to intervene quickly and effectively. Marc's 25 years corporate management and HR experience and successful mediation track record combine in this book to create essential know-how for every HR professional. In top HR Director Martha Desmond's words this book is a "valuable resource which I will keep in my office library to be consulted on a frequent basis".
DIY Mediation 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." "

Conflict Resolution McFarland

"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.

The Oxford Handbook of Conflict Management in Organizations

Rowman & Littlefield Publishers
Conflict in business and personal relationships is inevitable--much of the success of companies depends on how well they respond to it. Developing rapport, collaboration and cooperation hinges on positive conflict management strategies that stimulate innovation and growth where companies can look for solutions to common issues and needs. Conflict management can address dysfunctional outcomes that result in job stress, less effective communication and

a climate of distrust, where working relationships are damaged and job performance reduced. Organizations must minimize and resolve internal and external conflicts to remain vibrant and profitable. Drawing on examples from a wide range of corporate experiences, this volume provides role-playing scenarios, checklists, tables and research studies to help employees, managers and owners better comprehend the dynamics of conflict in every interaction.

The Essential Guide to Workplace Mediation & Conflict Resolution

Routledge

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.

Reframing Resolution John Wiley & Sons Studies indicate that on average, managers and supervisors spend a little more than forty percent of their time resolving workplace conflicts. All this time adds up to a lot of headaches, a hit to morale, and a significant loss in productivity. *The Exchange: A Bold and Proven Approach to Resolving Workplace Conflict* is for every director, manager, and supervisor who is tired of using trial and error to put out fires. Supplying readers with proven tools for resolving emotionally charged disputes, this go-to-guide details a four-stage process derived from the conflict resolution model used for more than 25 years at the National Conflict Resolution Center. Designed specifically for the workplace, this highly structured process facilitates the discussion of intense emotional issues so you can learn to preempt and de-escalate disputes before they become volatile. Whether your company is restructuring, downsizing, or merging—or simply needs helpful techniques for use in meetings with angry, disruptive, and disputing employees—*The Exchange* is for you! Praise for: ... the authors deliver an extraordinary method for resolving disputes quickly and simply and for the greatest benefit of the organization. —Marshall Goldsmith, *New York Times* Best-Selling Author It could be the difference between having a so-so organization and a great one. —Ken

Blanchard, co-author of *The One Minute Manager®* and *Lead with LUV ...* we finally have a professional, well-organized program to refer to when conflicts arise in our hospitals and clinics. —Evan Burkett, Chief Human Resource Officer, Sanford Health ... a way to facilitate mutual understanding and common goals in order to move to a better place. —Bill Geppert, Senior Vice President, Cox Communications, Inc.

Resolving Conflicts at Work Jossey-Bass

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.

Turning Conflict Into Profit John Wiley & Sons

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.

Managing Organizational Conflict Routledge

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, *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.

Emerging Systems for Managing Workplace Conflict Kogan Page Publishers

A comprehensive, inclusive, and practical guide to preventing and managing every common source of conflict and dispute at work, whether involving leaders, managers, employees, customers, vendors, or regulators.

Communication for Constructive Workplace Conflict 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. *Conflict Management and Leadership for Managers* John Wiley & Sons

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.)

Practicing Narrative Mediation Federation Press

A practical toolkit of exercises, case studies and real-world examples to enable you to become an effective mediator at work.

Resolving Personal and Organizational Conflict John Wiley & Sons

This handbook has three primary

objectives : (?) to give the project managers guidance to avoid conflicts in project execution and to understand the procedures in case of legal proceedings, (?) to give lawyers the understanding of the technical problems in project management, and (?) to give students an introduction into the technical and legal aspects of managing big international projects. The case studies and questions at the end of each chapter are especially directed to the student and the young project managers, who try to enter the ever more complicated world of managing international projects. This book does not try to give legal advice, but it tries to help engineers and project managers how to thoroughly plan their project in order to avoid conflicts during execution. In this way it also helps lawyers to better understand their clients, when they have to defend them in conflicts regarding big international projects. The authors' many years of experience in managing international projects on one side and in assisting as experts and monitors of litigation on the other side have led them to write this book and thus to help other project managers avoid the mistakes that they themselves and other project managers have made in the past.

Managing Workplace Conflict Penguin
 Conflict Management for Managers is designed to equip managers with the skills and information they need to improve their handling of common disputes they face. Enhanced to facilitate your daily work, this updated edition incorporates a greater number of exercises that address conflicts with employees, customers, business partners and regulators.

The Essential Guide to Workplace Mediation and Conflict Resolution
 Rowman & Littlefield

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 Conflict Resolution Toolbox

Troubador Publishing Ltd

"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

Case Studies in Project, Program,

and Organizational Project Management Springer

Conflict in the workplace is a perennial problem for organizations. Whether it's a disagreement between colleagues, a dispute with management or large-scale industrial action, conflict negatively affects both people and profits as employee morale and productivity fall. Endorsed by the CIPD, *Managing Conflict* is an essential guide for HR professionals needing to tackle these problems by not only resolving current issues, but also preventing future instances of conflict. Going beyond interpersonal conflict, the book also looks at resolving board room disputes, disputes with shareholders, in the supply chain, commercial disputes and customer complaints. The first part of *Managing Conflict* covers the causes and costs of conflict, the impact of the psychological contract and the legal framework for managing workplace disputes both in the UK and internationally. The second part of the book provides a blueprint for redefining resolution and building a culture of constructive conflict management, from designing a conflict management strategy and developing a formal resolution process to embedding mediation, engaging stakeholders and training managers in resolution and mediation skills. This book also includes conflict resolution toolkits for managers, HR teams, employees and unions to help tackle conflict and bullying at work. Packed with best practice case studies from major UK and global organizations, this is an indispensable guide for all HR professionals looking to resolve conflict in the workplace. Online supporting resources include a conflict health check tool, conflict cost calculator, and checklist for developing an internal mediation scheme.

Managing Workplace Conflict CRC Press Reframing Resolution provides an original, accessible and critical point of reference for students, practitioners and scholars interested in the management of workplace conflict. Drawing on contemporary empirical evidence from the UK, USA, Ireland and Australia, the book explores the front-line challenges facing organizations and individuals in addressing and responding to conflict. In particular, it examines the extent to which conflict management is treated as a strategic issue and discusses the development of mediation and its impact on employment relations culture, the experiences of participants in mediation and the relationship between ADR and workplace justice. Crucially, the book also assesses key innovations in the management of workplace conflict, and discusses the future potential of more

integrated and systemic approaches. *Making Conflict Work* John Wiley & Sons The 10th-anniversary edition of the New York Times business bestseller-now updated with "Answers to Ten Questions People Ask" We attempt or avoid difficult conversations every day-whether dealing with an underperforming employee, disagreeing with a spouse, or negotiating with a client. From the Harvard Negotiation Project, the organization that brought you *Getting to Yes*, *Difficult Conversations* provides a step-by-step approach to having those tough conversations with less stress and more success. you'll learn how to:

- Decipher the underlying structure of every difficult conversation
- Start a conversation without defensiveness
- Listen for the meaning of what is not said
- Stay balanced in the face of attacks and accusations
- Move from emotion to productive problem solving

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