

Chapter 11 Outline

Benefits of Conflict
Sources of Conflict

- Limited Resources
- Different Goals
- Role Ambiguity
- Work Relationships
- Individual Differences
- Organizational Problems
- Communication Problems

Types of Conflict
Outcomes of Conflict
Conflict Management Styles

- Avoidance
- Accommodation
- Competition
- Mutual Problem-Solving
- Compromise
- Turning Styles into Strategies

Tips for Negotiating Conflicts

- Mediating Conflict Between Employees
- Resolving Supervisor/Employee Conflict
- Accepting Criticism from Your Boss

Competencies

1. Identify the benefits of conflict and what its sources are within an organization. (pp. 313–317)
2. Identify types and typical outcomes of conflict. (pp. 317–319)
3. Describe conflict management styles and how to use those styles as strategies. (pp. 319–321)
4. List tips managers can follow to negotiate conflicts (pp. 321–330)