



Conflict and organizational politics

LEARNING OBJECTIVES

After studying the chapter content and working through the associated Management in Action panels, Employee Perspectives, Discussion Questions and Case Study, you should be able to:

- Understand the different perspectives on the concept of conflict.
- Describe the sources of conflict within an organization.
- Explain the major conflict handling strategies used within organizations.
- Outline the concept of organizational politics.
- Discuss how political behaviour can be managed within an organization.

