SAGE journal articles

# Chapter 13: The management of workplace conflict

Strategic Conflict Management? A Study of Workplace Dispute Resolution in Wales

This article examines the relationship between organizational strategy and the approach taken to the management of conflict among employees. The authors examine which types of organizations adopt a more strategic approach to conflict management that aligns with broader HR objectives.

<https://journals.sagepub.com/stoken/rbtfl/RSGI9CRT5NBXS2V7Y91BG/pdf/10.1177/0019793919874031>

Striking with social media: The contested (online) terrain of workplace conflict

This article examines the role of the Internet and social media in mobilising trade unions in labour conflicts, focusing on the British Airways cabin crew dispute of 2010–11. It provides both an interesting example of the dynamics of a lengthy industrial dispute and an assessment of the potential of social media as a tool for both expressing collective dissatisfaction and organising a collective response to management’s actions.

<https://journals.sagepub.com/stoken/rbtfl/AWQKDK8DYZFYAM7RAYSM/pdf/10.1177/1350508415598248>

Rethinking workplace bullying as an employment relations problem

Based on a review of the extant literature and interviews with policymakers, Hutchinson argues that much discussion of workplace bullying as an individual problem overlooks the significance of organisational, employment and cultural factors.

<https://journals.sagepub.com/stoken/rbtfl/NTZUCFBWQZ8FXS24ISME/pdf/10.1177/0022185612454955>