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Titolo	Building Trust and Constructive Conflict Management in Organizations // edited by Patricia Elgoibar, Martin Euwema, Lourdes Munduate
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Nota di bibliografia	Includes bibliographical references at the end of each chapters.
Nota di contenuto	Table of contents: Foreword -- Chapter 1: Building Trust and Constructive Conflict Management in Organizations -- Chapter 2: Myths and Fantasies in Discussing the End of Organized Labour: What do we mean when we say there is a crisis of Labour Relations?- Chapter 3:The State of Art: Trust and Conflict Management in Organizational Industrial Relations -- Chapter 4: Trust and Managing Conflict: Partners in Developing Organizations -- Chapter 5: Negotiations in the Workplace: Overcoming the Problem of Asymmetry -- Chapter 6: The Tree of Trust: Building and Repairing Trust in Organizations -- Chapter 7: Interventions for Building Trust and Negotiating Integrative Agreements between Management and Works Council -- Chapter 8: Trust and the Role of the Psychological Contract in Contemporary Employment Relations -- Chapter 9: Building a Collaborative Workplace Culture: a South African Perspective -- Chapter 10: Regulation of Influence: An Ethical Perspective on how to Stimulate Cooperation, Trust and Innovation in Social Dialogue -- Chapter 11: Mutual Trust in Industrial Relations from a Legal Perspective.

Sommario/riassunto

This book presents the most recent theoretical insights and practical intervention methods to (re)build trust between management and organized employees in organizations. Offering a multidisciplinary perspective on trust and conflict management in organizations, the book draws from diverse fields such as organizational psychology, business, law, industrial relations and sociology. It examines the often encountered breaches of trust between management and organized workers, and the resulting destructive social conflicts, social actions, strikes or dramatic business decisions. Its focus is on trust and conflict management at the organizational level in an industrial relations context: that of employee representatives and management. The book introduces a new theoretical approach: the Tree of Trust, designed to analyse and mediate the interconnected levels of trust and distrust in industrial relations. It presents case studies and practical recommendations to build trust and constructive conflict management in the organizations, and illustrates these by means of experiences from different countries around the globe.
