

1. Record Nr.	UNINA9910479962103321
Titolo	Hidden conflict in organizations [[electronic resource] ] : uncovering behind-the-scenes disputes / / Deborah M. Kolb, Jean M. Bartunek, editors
Pubbl/distr/stampa	Thousand Oaks, Calif., : SAGE, 1992
ISBN	1-4833-2589-X 1-4522-5326-9
Descrizione fisica	1 online resource (253 p.)
Collana	SAGE focus editions ; ; v. 141
Altri autori (Persone)	KolbDeborah M BartunekJean
Disciplina	303.6 303.6/9 303.69
Soggetti	Interpersonal conflict Mediation Conflict management Organizational sociology Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and indexes.
Nota di contenuto	Cover; Contents; Preface; Chapter 1 - Introduction: The Dialectics of Disputing; Chapter 2 - Drinking Our Troubles Away: Managing Conflict in a British Police Agency; Chapter 3 - Women's Work: Peacemaking in Organizations; Chapter 4 - The Private Ordering of Professional Relations; Chapter 5 - The Role of Conflict in a Second Order Change Attempt; Chapter 6 - The Culture of Mediation: Private Understandings in the Context of Public Conflict; Chapter 7 - The Suppression of Gender Conflict in Organizations; Chapter 8 - Culture and Conflict: The Cultural Roots of Discord Chapter 9 - Bringing Conflict Out from behind the Scenes: Private, Informal, and Nonrational Dimensions of Conflict in OrganizationsAuthor Index; Subject Index; About the Authors
Sommario/riassunto	Conflict is a persistent fact of organizational life. Much of it, however,

rarely becomes public and instead is expressed 'behind the scenes' in such forms as avoidance, toleration, gossip, and vengeance. This book takes examples from a number of organizational settings and makes the case that far from being an occasional occurrence, conflict is embedded in their very fabric. The authors go on to illustrate the frequency of conflict, show how conflicts are actually handled and suggest that these conflicts can be better managed for organizational effectiveness.

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