



## What the book is about

Managing conflict in the workplace is a major challenge for organizations. Growing numbers are responding by introducing various forms of alternative dispute resolution (ADR). As the pattern of workplace conflict shifts away from collective disputes towards individual grievances, firms and public service organizations have turned to mediation, line managers, arbitration, internal dispute tribunals, facilitation and prevention as alternatives to long-established grievance and dispute procedures, state adjudication agencies and the courts.

This book is the first systematic study of the genesis, operation and outcomes of ADR in Ireland. ADR innovations are examined in the context of long-run changes in the pattern of conflict in the workplace and against the background of commercial and regulatory developments bearing on organizations. The book draws on the views and experiences of HR managers, union officials, mediators and facilitators charged with handling conflict in the workplace and presents a series of detailed case studies of ADR innovations in major private and public sector organizations.

*Managing Workplace Conflict* is a seminal textbook and an indispensable resource for students and professionals working in the growing field.

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