

HRM724 - Conflict Management MIDTERM 2016

- 1) Do you experience dysfunctional conflict ever? How was your experience and how you resolve it? If you don't resolve dysfunctional conflict at initial stage then why it become worse?
- 2) There is a conflict between the two department heads in an organization. The General Manager is required to resolve it in way that any further conflict may not escalate. What steps are required to take by the G.M? Five steps each carry 1 mark.
- 3) Competitive approach taken by the Izhar group and Ravi group over a land for housing society. What kind of approach you suggest will be better to resolve this conflict? What will be the results if they continue with this current approach?
- 4) Mr. Ali is the owner of a pharmaceutical company and he make cancer medicine. One of his clients suggest him to reduce Rs.1. in the medicine price and doubles its supply. But Mr. Ali refuses his proposal. Client force him second time and threaten Mr. Ali that he will discontinue the business dealing with him. But Mr. Ali did not accept his illogical offer and requested him not to create such a situation. The business partner of the client asked him to reanalysis of the situation and think over his decision. So, after the analysis the client pursue his business relation. So what will be the consequences of this current deal between them? Why the client accepted the previous relation etc.??

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