1. Develop an understanding of the types of conflict (e.g., interpersonal, intra-group,

intergroup, and inter-organizational).

2. Develop an understanding of the sources of conflict (e.g., different goals/time horizons,

overlapping authority, task interdependencies, different evaluation/reward systems,

scarce resources, and status inconsistencies).

3. Identify and explain conflict management strategies (e.g., compromise, collaboration,

accommodation, avoidance, and competition).

4. Apply conflict resolution skills to scenarios which may include workplace aggression

(physical vs. verbal, active vs. passive, direct vs. indirect), incivility, fraud, substance abuse,

cyber-slacking, and sabotage.

Instructions

The item required for this assessment is an analysis of a given case study and an annotated bibliography

citing at least 12 academic references from the field of conflict management included as an appendix.

Conduct a literature review from a variety of academic sources to find scholarly articles **describing types**

**of conflict, sources of conflict, and methods of conflict resolution.** You should select at least four

different types for each of these three categories, for least 12 references.

**Sample APA Annotation**

Ehrenreich, B. (2001). *Nickel and dimed: On (not) getting by in America*. New York, NY: Henry Holt and Company.

In this book of nonfiction based on the journalist's experiential research, Ehrenreich attempts to ascertain whether it is currently possible for an individual to live on a minimum-wage in America. Taking jobs as a waitress, a maid in a cleaning service, and a Walmart sales employee, the author summarizes and reflects on her work, her relationships with fellow workers, and her financial struggles in each situation.

An experienced journalist, Ehrenreich is aware of the limitations of her experiment and the ethical implications of her experiential research tactics and reflects on these issues in the text. The author is forthcoming about her methods and supplements her experiences with scholarly research on her places of employment, the economy, and the rising cost of living in America. Ehrenreich’s project is timely, descriptive, and well-researched.

The annotation above both summarizes and assesses the book in the citation. The first paragraph provides a brief summary of the author's project in the book, covering the main points of the work. The second paragraph points out the project’s strengths and evaluates its methods and presentation. This particular annotation does not reflect on the source’s potential importance or usefulness for this person’s own research.

For information on formatting APA citations, see our [**APA Formatting and Style Guide**](https://owl.purdue.edu/owl/research_and_citation/apa_style/apa_style_introduction.html).

Using APA formatting, write a brief summary (about 150 words) of each article that includes the type of

conflict, source of conflict, and resolution strategy and add this as an appendix to your case study

analysis.

Write a description of the case study that includes a brief description of the conflict and answers the five

questions raised above.

1. What types of conflict exist in the case? (Be sure to support your assessment.)

2. What are the sources of conflict in the case? (Again, support your conclusions.)

3. Who are the stakeholders, and which parties have conflicting interests?

4. What are at least two alternative conflict management strategies that could be used to address

this case?

5. Which of these is the best alternative to resolving the conflict and why? Present a detailed plan

to resolve the conflict, and achieve the stakeholders’ goals.

Rubric

Case Analyses: Contains thoughtful and well-supported answers to the five questions posed for the case study.

Annotated Bibliography: Provides at least 12 relevant and varied examples of conflict management with

summaries and accurate identification of conflict management conditions.

Application: Understands the depth and breadth of the subject matter fully and all related concepts as it relates to conflict management. No errors in content or interpretation of the material. Uses or applies conflict management methodologies.

Writing Mechanics: The case analyses are logical, well written, and the required length. Spelling, grammar, and punctuation are accurate. APA formatting standards are followed.