Competency Objectives:

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.

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.