

ORGL 3311 Issues in Organizational Leadership Competency 5 Post-Test

Read the case study titled “Informal Conflict Resolution: A Workplace Case Study”.

Using the knowledge you gained by working through the Competency 5 material, respond to the questions below in an essay using the APA citation and format style.

Formatting guidelines:

- The body of the essay must be a MINIMUM of 3 pages. 4-5 pages recommended.
- In addition to the body, include a cover page and a reference page.
- The essay must utilize the APA citation format.
- Cite all your sources: At a minimum, cite the Case Study, the Competency 5 material, and one ADDITIONAL article on conflict management.

Within the body of your essay, respond to the following questions:

1. Describe what happened between Laura and Tim using the five steps of the conflict process.
2. What did Tim do to correct the situation and how did Tim's actions seem to exacerbate the situation?
3. What are the three types of conflict? Which types occurred in this case?
4. What are the three loci of conflict? Which loci occurred in this case?
5. What was the conclusion of this conflict? How could the situation have been handled differently?

Use all of the information given in the case study. Use the questions above as a guide but do not resort to just answering the questions in the essay. Use them as a starting point for your analysis.