



ROBBINS CHAPTER- 13

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Conflict & Negotiation- Chap 13

- Conflict begins with perception
 - **“You hurt me.”**
- Traditional View... all was bad
- Human Relations View... a natural occurrence
- Functional / Dysfunctional
 - ✓ Constructive/destructive
 - ✓ Task oriented
 - ✓ Relationship oriented
 - ✓ Process oriented



Conflict & Negotiation- Chap 13

- **THE PROCESS**... Fig. 13-1
- I. Potential opposition
 - ✓ Communication
 - ✓ Structure
 - ✓ Personal Variables
- II. Cognition & Personalization
 - ✓ Perceived
 - ✓ Felt