

## 5. Industrial conflict

- definition and causes —
  - wage demands,
  - working conditions
  - management policy
  - political goals
  - social issues
  
- perspectives on conflict —
  - unitary
  - radical
  - human relations
  - pluralist
  - traditional
  - interactionist
  
- types of industrial action —
  - ❖ overt —
    - lockouts
    - pickets
    - strikes
    - bans
    - work-to-rule
  - ❖ covert —
    - absenteeism
    - sabotage
    - turnover
    - exclusion from decision-making in business
  
- roles of stakeholders in resolving disputes
  
- dispute resolution processes —
  - conciliation
  - arbitration
  - grievance procedures
  - negotiation
  - mediation
  - common law action
  - business/division closure
  
- costs and benefits of industrial conflict—
  - financial
  - personal
  - social
  - political
  - international