

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