Conflict Resolution and Organizational Justice in the Workplace -- The Evidence-Based Research

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ABSTRACT

Conflict and resolution play a pivotal role in organizational behavior. While conflict is an inherent part of the employment relationship and organizational life, the past few years have seen a profound and consequential impact in the way that it is resolved and managed. A growing proportion of organizations have turned to alternative methods for dealing with conflict within the organizational behavior context. This paper will discuss evidence-based research on how employee access to justice has a direct link to the overall competitiveness of a firm.

Keywords: Conflict management, Nonunion arbitration, Workplace due process