

Chapter 2

Activity 2



Case Study: Workplace dispute

Scenario

Fiona and Senan both work for FreshTech Ltd. Recently, Senan was promoted to a managerial role, which Fiona had also applied for. Fiona believes she was more qualified for the job and has filed a complaint with HR, claiming unfair treatment. The situation is affecting the work environment.

Student activity: Conflict resolution methods

FreshTech Ltd wants to resolve the dispute fairly. Categorise each of the following resolution methods as **negotiation**, **mediation**, **conciliation**, or **arbitration**.

1. Senan and Fiona meet privately to discuss their concerns and try to reach an agreement.
2. A professional HR representative helps Senan and Fiona communicate and find a voluntary solution.
3. A third-party expert actively suggests possible solutions to help them come to an agreement.
4. A legally appointed third party hears both sides and makes a final, binding decision.