

Checklist

What you should know

By the end of this subtopic, you should be able to:

- define the following terms: (AO1)
 - conflict
 - collective bargaining
 - work-to-rule
 - strike action
 - redundancies
 - lock-outs
 - conflict resolution
 - conciliation
 - arbitration
 - employee participation
 - industrial democracy
 - no strike agreement
 - single union agreement
- explain the importance of employee–employer relations (AO2)
- analyse the sources of conflict in the workplace (AO2)
- examine different approaches to conflict in the workplace (AO3)
- discuss different approaches to conflict resolution in the workplace (AO3)