

# Team I's Project

*Hybrid or not, the case for JPMorgan*

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# OB Topics

- **Conflict / Negotiation**

- **Workplace Proximity**

- “No chances for remote flexibility, JPMorgan Junks Hybrid work requests”  
*(Current event that involves the conflict / negotiation topic)*

- “Negotiation and Conflict Resolution in Organizations”  
*(Focuses on negotiation strategies and conflict resolution in teams)*

- “The Impact of Workplace Proximity on Collaboration and Innovation”  
*(Examines how physical and social proximity affects collaboration and Creativity)*

# Why did we choose these OB Topics :

- **Conflict / Negotiation**

**“Relatable”**

*Conflicts are inevitable in the workplace*

**“Helpful”**

*Key for resolving disputes and improving teamwork*



- **Workplace Proximity**

**“Deep”**

*Important in the modern era of remote work*

**“Impactful”**

*Affects collaboration, innovation, and employee engagement*

# What is happening?

- *Employers and employees are trying to solve the issue of in-person and online work (flexibility) arrangements through negotiation.*

## Importance for employers / effects:

- *Reduced team cohesion and increased misunderstandings due to less in-person interaction.*
- *Potentially decreased innovation and productivity.*
- *Damage to company reputation if constant issues arise*
- *Feelings of isolation and disconnect might increase in the worker base.*

## Importance for employees / effects:

- Online arrangements grant employees a level of independence and freedom unheard of in in-person work arrangements.
- More efficient work-day due to the elimination of down time such as driving to work.

# What are the root causes of this?

## *Communication Barriers*

- “Misinterpretation of tone and intent”
  - “Information overload”
- “Difficulties in Building rapport and trust”

## Inequity and Bias

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## Spontaneous Interaction

....

# What can be done about the issue?

- Looking From a new perspective, it is essential for there to be a mutual understanding of why the different parties are seeking their specific resolutions. This will allow for more efficient negotiations and equitable solutions for the issues discussed.

## What will/can you do about it?

You can meet your employers halfway and promote a selective amount of people for hybrid work

- Employees with disabilities
- Maternity leave
- Sick/Immunocompromised Employees

## Escalation

You must keep an open head and an open mind over the circumstances and be open to compromise from your employers

## Pivot your career aspirations?

The last option is to leave this company after much consideration and find a new workplace where your needs could be considered and met.

# What will be done / Recommendations:

## Recommendations for employees:

- *Utilize proper communication channels.*
- *Understand why you work somewhere as an employee.*

## Recommendations for employers:

- *Set an example of the desired company culture.*
- *Propose changes in a timely manner.*

## Recommendations for employees & employers:

- *Understand why the counterparty has a specific position.*
- *Keep in mind that compromising is key.*



# What did the team learn?

## What we learned as students for the class:

- *How to approach conflict resolution and negotiation more effectively.*
  - *How to maximize the possibility of positive outcomes.*
- *How to apply different techniques and ideas we both learned in class and through our investigation.*

## Conclusion's regarding the JPMorgan case:

- *If both parties decide to negotiate, the most efficient solution would be to compromise and employ hybrid work conditions.*
- *If employers refuse to negotiate, employees should remember that there are other plausible solutions, such as finding employment with an alternative firm.*



# How does the research connect to in-class learning?

- Our findings highlighted different approaches of leadership, with our examples being the CEO of JPMorgan versus certain hybrid model businesses. The refusal to negotiate reflects a top-down approach, whereas collaborative decision-making promotes organizational behavior on employee engagement and motivation.
- The case study on hybrid work conflicts illustrates power dynamics breaches. When employees expect flexibility but face rigid commands, trust erodes, leading to disengagement. Perceived fairness directly influences workplace satisfaction and productivity.
- Organizations that encourage open communication and adaptability attract top talent candidates and maintain adaptability in changing work environments.
- As future leaders, understanding conflict resolution and negotiation prepares you to navigate workplace disputes effectively. Mastering these skills can differentiate you from others as a professional who resolves tensions and transforms challenges into opportunities for organizational growth.

# RUBRIC

Factors	0	1	2	3	4	5
Communicati on Skills	Did not present (individual or team)	Presentation was not articulated or presented well. Lack of cohesion & preparation	(1)+ some parts of the presentation were communicated “Ok”, but overall lack of consistency in strong communication skills	Team presented ”ok”, but lacked energy.	Your team presented well both in deck content and oral presentation. Clear, concise, timely (rehearsed).	Team presented well both in deck content and oral presentation. Handoff to other speakers done seamlessly; clear, concise, timely (rehearsed), energetic.
OB Topics	Did not contribute to topic (individual)	OB topics were not main and not connected; topics were not impactful in today’s current events	OB topics were not connected to material or each other. “Frankenstein” parts together but were main events related	(2+) Topics were connected together ok	Topics were seamlessly connected together; well thought out	(4+) You were also able teach the class something new that was not covered in the class about the issue
Content	Did not contribute to content (individual)	Source info lacking, less than 3 articles; not reputable sources; opinion based	Fact based content; min of 3 reputable sources; MLA references	Met min of 4+ reputable resources and properly referenced them (MLA);	(4+) Content sources connected seamlessly together and you explained the OB issues thoroughly and explained the bigger picture (unbiased/factual); answered all blue text in template	(4)+ content connected very well, flowed, rehearsed;
Learning	Did not research or share finding, have opinion or thoughtful dialogue w/ team (individual)	Team didn’t have very many learning shared with the class	Team learned some fragmented things from their chosen topics, not able to connect all the issues together (connectivity’ cause & effect)	Team learned a couple of things and shared it with the class. Some connection on the issues (cause/effect)	Team was able to identify the root causes of the issues and answered all the blue text in the template slides	(4+) Able to demonstrate material researched & learned and shared at a higher learning level beyond textbook and lectures

**Q&A**

# References

- Shulka, P. (2025, February 13). 'No chance for remote flexibility': JPMorgan CEO junks hybrid work requests. Business Standard. [https://www.business-standard.com/world-news/no-chance-for-remote-flexibility-jpmorgan-ceo-junks-hybrid-work-requests-125021301096\\_1.html](https://www.business-standard.com/world-news/no-chance-for-remote-flexibility-jpmorgan-ceo-junks-hybrid-work-requests-125021301096_1.html)
- Rand, B., & Roche, M. P. (2024, May 3). How Much Does Proximity Influence Startup Innovation? 20 Meters' Worth to Be Exact. Harvard Business School. <https://www.library.hbs.edu/working-knowledge/how-much-does-proximity-influence-startup-innovation>
- B. (2024, September 14). Physical proximity has big effects in the workplace. The Economist. <https://www.economist.com/business/2024/09/12/physical-proximity-has-big-effects-in-the-workplace>