

= Conflict Resolution (The Office) =

" Conflict Resolution " is the twenty @-@ first and penultimate episode of the second season of the American comedy television series The Office , the show 's twenty @-@ seventh episode overall . Written by executive producer and show runner Greg Daniels and directed by Charles McDougall , " Conflict Resolution " first aired in the United States on May 4 , 2006 on NBC . The episode guest stars Scott Adsit , from Moral Orel and 30 Rock , as a photographer .

The series depicts the everyday lives of office employees in the Scranton , Pennsylvania branch of the fictional Dunder Mifflin Paper Company . In the episode , Michael Scott (Steve Carell) resolves a conflict between Oscar Martinez (Oscar Nunez) and Angela Martin (Angela Kinsey) , and then discovers a file of other unresolved complaints between staff members and he determines to resolve them . But Michael 's attempts actually unearth old tensions and create new ones between the office employees . Meanwhile , an unkind comment from Dwight Schrute (Rainn Wilson) about being transferred causes Jim Halpert (John Krasinski) to seriously rethink his work situation .

" Conflict Resolution " features the return of a poster created for the earlier episode " Christmas Party " . The ending of the installment bares a striking similarity to the ending of the 1981 action film Raiders of the Lost Ark . Receiving largely positive reviews , the episode received a 3 @.@ 7 Nielsen rating and was watched by 7 @.@ 4 million viewers .

= = Plot = =

When Michael Scott (Steve Carell) hears Oscar Martinez (Oscar Nunez) complaining about Angela Martin 's (Angela Kinsey) baby poster to Toby Flenderson (Paul Lieberstein) , he intervenes and resolves the conflict himself by forcing his " solution " onto all parties . Inspired , Michael wrests the file outlining other unresolved office complaints from Toby , determined to resolve them all . Meanwhile , when photos for identification badges are being taken in the break room , Jim Halpert (John Krasinski) uses the situation as a way to prank Dwight Schrute (Rainn Wilson) .

Michael publicly reads all the outstanding complaints against everyone , even though they were supposed to be anonymous , which only serves to further increase office tensions . Pam Beesly (Jenna Fischer) is particularly troubled by a nameless complaint that she plans her wedding during office hours , a complaint she concludes was filed by Angela . Enraged at Jim 's latest prank (Jim made Dwight 's new ID which was 5x7 inches , labeled Dwight as a security threat , and changed his middle name from Kurt to " Fart ") , Dwight becomes even more furious that his voluminous complaints against Jim have gone ignored , and tells Michael that either Jim gets fired or Dwight will quit . When Michael reads all of Jim 's pranks on Dwight , Jim begins to regret how much time he has wasted at the office . Dwight taunts Jim with a notice of a Dunder @-@ Mifflin position in Stamford , saying that Jim should look into it because Dwight will still be working in Scranton by next week . Michael surveys the angry , divided office and silently nods to a watching Toby , acknowledging his efforts were a disaster . He then defuses Dwight 's anger by saying he will make his decision but needs indeterminate time to do so , which placates Dwight .

As everyone prepares to leave , Michael pays the photographer (Scott Adsit) to take a special group photo , but goes through a lot of money before he , albeit poorly , Photoshops one himself . During the procedure , Jim admits to Pam that he had registered the complaint about her wedding planning , and Pam looks shocked . The next day , Jim secretly sees Vice President Jan Levenson (Melora Hardin) for an interview about a transfer .

= = Production = =

" Conflict Resolution " was the fifth episode of the series written by Greg Daniels , who is also the executive producer and show runner for The Office . The episode was the third of the series directed by Charles McDougall ; he had previously directed the earlier season two episodes " Christmas Party " and " Dwight 's Speech " . The episode features Angela and Oscar arguing over Angela 's

poster of two babies playing saxophones . Jenna Fischer said that " As a cast , the baby poster is one of our favorite props ... Angela received the poster from her Secret Santa in the Christmas episode . " Fischer went on to say that " I had to stand in between Angela and Oscar as they bicker about the poster while Michael tries to mediate the situation . The whole time , the cute jazz babies are staring at me from the poster . It was hilarious ! "

The Season Two DVD contains a number of deleted scenes from this episode . Notable cut scenes include Dwight finding his desk encircled in police tape , Dwight annoying the photographer in various ways , Michael discussing conflict and conflict resolution and dedicating himself to resolving all the old cases " before Toby can kill or rape another person " , Dwight giving Pam " Level Red " security clearance , Meredith and Kevin getting their pictures taken , Dwight being hassled by building security .

= = Cultural references = =

The ending of " Conflict Resolution " bares a striking similarity to the ending of the 1981 action film Raiders of the Lost Ark . In the film , the Ark of the Covenant is boarded up hidden away in a secret warehouse containing thousands of identical boxes . In " Conflict Resolution " , Toby is seen taking the box of complaints and placing it in a warehouse containing hundreds of other identical paper boxes to be sold .

= = Reception = =

" Conflict Resolution " originally aired on NBC in the United States on May 4 , 2006 . The episode received a 3 @. @ 7 / 9 among 18- to 49 @- @ year @- @ olds in the Nielsen ratings . This means that 3 @. @ 7 percent of all people 18 @- @ 49 viewed the episode , and nine percent of all people 18 ? 49 watching television viewed the episode . " Conflict Resolution " was watched by 7 @. @ 4 million viewers overall , and retained 93 percent of viewers 18 ? 49 from its lead @- @ in My Name is Earl .

The episode received generally good reviews from critics . Terry Morrow , of the Knoxville News Sentinel , stated that " But better yet , this episode defines what The Office does best . It turns mundane work events ? like having new security @- @ badge photos taken - into insightful and witty character studies . " Morrow also praised the acting in the episode , saying that " Tonight 's episode , in which Michael decides to mediate files filled with official office complaints , is one of this show 's finest moments . " Michael Sciannamea , of TV Squad , stated that " After a so @- @ so episode last week , this was one was a return to brilliance . " Like Morrow , Sciannamea went on to praise the work of the cast , stating that " The interplay between the cast was top @- @ notch , and even though I 've complained much about Dwight 's over @- @ the @- @ top behavior , it seemed to work quite well this time around , and actually had a purpose to the story . " M. Giant of Television Without Pity awarded the episode a rare " A + " . He called the scene wherein Michael reads aloud Dwight 's complaints " my favorite sequence in The Office history , if not sitcom history . "