Paper Title: On the Frontier with Conflict Management

Paper Abstract:
Seen as a best practice model in organizational conflict management, this paper presents findings from the first academic study of the influence of a fully operational integrated conflict management system (ICMS) on an organization and its stakeholders. It discusses the effects of an ICMS on a variety of outcomes from the individual to organization-wide levels in the U.S. Department of the Interior, a federal agency with over 70,000 employees. The paper focuses on the system’s influence on cultural change, employee skills development, as well as the interactions and relationships of key organizational constituencies with the ICMS.