

## **Dispute Resolution in Multiple Contexts**

### **Session Abstract:**

This session will present a series of papers addressing how firms are reacting to conflict in the workplace in the public sector, private sector, and internationally. In an era of declining union influence, alternative dispute resolution encompasses an ever-growing array of practices designed to manage and resolve conflict. Arbitration, mediation, peer-review, ombudspersons, and conflict management systems have become common fixtures in contemporary organizations. The papers presented in this session will address factors influencing firm adoption of ADR procedures and explore the implications for key stakeholders within organizations and society at large.

### **Session Description:**

The series of papers in this session will investigate alternative dispute resolution across the public and private sectors and internationally. Doing so provides insight into how conflict is managed in the contemporary industrial relations landscape. The first paper, by Paulo Ferreira de Souza Marzionna, explores how Brazilian companies are responding to workplace conflict and how the unique industrial relations environment of Brazil affects the functioning and adoption of alternative dispute resolution procedures. The second paper, by Mark Gough and Kwan Lee, presents data collected on the use of mandatory employment arbitration within Fortune 500 companies to show how institutional and organizational factors affect firm decisions to adopt this controversial practice in the U.S. The third paper, by Todd Dickey, analyzes key stakeholder perspectives on an Integrated Conflict Management System in a public sector setting, specifically the U.S. Department of the Interior, a sector of the economy that has become increasingly distinctive as the last stronghold of widespread union representation. Together, these papers analyze contemporary conflict management generally through unique perspectives within the public sector, private sector, and internationally.