

Points to consider

Business



Section/# Conflict – Coon Reading and Response According to the the simplest form of conflict to resolve is that of the Approach – Approach conflict. This is due to the fact that this style of conflict is concentric upon choosing between two positive outcomes. As such, regardless of whatever particular outcome is afforded, the representative shareholders are at least nominally satisfied with the end result.

Similarly, the most complex form of conflict according to the author is that of the Avoidance-Avoidance conflicts. These can be described as a situation in which a shareholder, or group of shareholders is forced to choose between a negative outcome and another negative; hence the explanation of being stuck between a rock and a hard place.

With regards to the four suggestions of the actions that may help the individual resolve a conflict, these can be understood as the following:

1: Seeking not to rush to judgment on important decisions. Rather, taking time to collect all information with regards to the positive and negative externalities intimated by all sides is the far better approach.

2: Seek to try out or implement important decisions at least partially as a means of determining what the decision might look like in practice prior to full scale implementation

3: Learning to implement the valuable good of the compromise as a means of maximizing the good for yourself and other parties involved. If one finds himself/herself in a situation in which two negative externalities result, the compromise may be a good way of taking the best from both negative situations and lessening the bad effects of the conflict or choice at hand.

4: Make a decision and live with it – indecision is oftentimes far worse than a definitive choice.

American Ground – Reading Response

The main issues that were described in the given case with respect to the conflict between the firefighters and the policemen can be understood as an emotional response from the firemen with regards to the decision by Mayor Rudolph Giuliani to suspend search and rescue efforts on Ground Zero and transition the process into a cleanup and deconstruction process. As a function of the fraternal bonds that existed among the firefighters, they were highly reticent to leave their fallen brothers behind in the rubble to be cleaned up like trash by the excavation crews.

The other groups that were involved included the DDC, the mayor's office, the police and obviously the fire department as well as several community groups that sought to side with one side or the other. However, it is worth noting that public sympathy was most firmly with the firefighters as a result of their loss and the sacrifices they had made within the Twin Towers during and after their collapse.

The reason that the sense of organization was so long in developing was centrally an issue of remediation and jurisdiction. Due to the fact that no attack similar to the attacks of September 11th had before been perpetrated on US soil, let alone NYC, the shareholders within the Fire and Police Department were at odds with respect to who had jurisdictional rights to the cleanup and remediation efforts that were ongoing at the site.

As a means of resolving the conflict, the unions were able to act as interested third parties that could provide a buffer between the Chief of Police and the Fire Chief of NYC. Rather than allowing the rank and file of the departments to battle the situation at the ground level, the unions were able to serve in their practiced roles as mediators within the given conflict.

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