## A Case Study of Organizational Behavior: Conflict Management

To create a footprint in the telecommunication Business & Operation Support System (BSS and OSS) a well known fortune 500 company, Ofite (name changed), acquired a leading software company in the billing and revenue management sector named PTL (name changed) in the year 2004. Ofite is a multinational company with its headquarters in USA.

This acquisition was consolidated at Olite, under the Telecommunication Business Unit (TBU). To utilize the cost advantage and the technical expertise, Olite started its TBU division activities at the India development center (IDC). Olite also maintained a group (here after referred to as HQ team) at its headquarters, which focused on R & D activities and for supporting a few key customers. Most of the employees who were part of TBU division came from PTL software. The main responsibilities of the IDC group were to provide support to the existing customers and provide minor enhancement to the existing product.

This case study discusses the growth of the TBU's engineering division at IDC and the challenges it faced while dealing with the needs of the employees, aspirations of its leaders and the effects and challenges it created to the group at its HQ division and the HQ group heads reaction to it.

As part of this case study we will try to focus and understand following aspects:

- Personality type
- Conflict between individuals
- Organizational politics –Divide and Conquer

### Description of the Case:

This is a case study of the Engineering (Product Development) group of the TBU division. The TBU's engineering group was organized in a simple hierarchical structure as shown in Figure 1. Michel (VP)

Suraj (Director)

Ashok (Director)

# **Organizational Behavior Ups 12th Edition Case Study**

**Mikael Johnsson** 

#### Organizational Behavior Ups 12th Edition Case Study:

Organizational Behavior Fred Luthans, 2008 Organizational Behavior by Fred Luthans was the first mainstream organizational behavior text on the market and continues the tradition of being the most current and up to date researched text today Well known author Fred Luthans is the 5th highest Publisher in Academy of Management Journals is a senior research scientist with the Gallup Organization and continues to do research in the organizational behavior area Organizational Behavior 11th Edition is ideal for instructors who take a research based and conceptual approach to their OB Reinventing Business Practices, Start-Ups, & Sustainability Prof.Dr.V.Sasirekha, Prof. Praseeda C, Dr N Meena Rani, Dr Catherine S, Dr. Kalaivani M, Dr. Suganya V, Dr. Kiruthiga V, Organizational Risks, Challenges, and Barriers in Developing Sustainability Start-Ups Tennin, Kyla Latrice, Mishra, A. B., 2025-06-04 The survival and growth of social enterprises present a critical challenge exacerbated by the disruptions caused by the COVID 19 pandemic The interplay between social entrepreneurship and sustainability remains underexplored leaving a significant gap in academic research This gap urgently demands the development of a comprehensive conceptual framework that links social entrepreneurship with various dimensions of sustainability social economic behavioral and governance With the threat of global economic downturns looming the need to address this issue has never been more pressing Organizational Risks Challenges and Barriers in Developing Sustainability Start Ups emerges as a groundbreaking solution to this pressing issue This book provides a structured approach to bridge the divide between social entrepreneurship and sustainability offering a clear path for organizations and researchers to construct more robust social entrepreneurship frameworks With a dual aim the book seeks to empower social enterprises to navigate economic fluctuations effectively and to enhance their capacity to attain social environmental and economic sustainability Personnel Literature United States. Office of Personnel Management. Library, 1993 Handbook of Research on Strategy and Foresight Laura Anna Costanzo, Robert Bradley MacKay, 2009 This important Handbook explores and evaluates dynamic environments and the appropriate strategic responses to them in the 21st century Drawing together a collection of 29 original chapters the Handbook makes an invaluable contribution to theory and practice by stimulating disciplined rigorous and imaginative enquiry into the relationship between strategy and foresight Leading scholars in the field of strategic management are brought together to offer innovative and multi disciplinary perspectives on the past present and future of strategy formation and foresight In so doing they challenge research in four key areas strategy and foresight processes strategy innovation for the future understanding the future and strategically responding to the future The Handbook of Research on Strategy and Foresight is a comprehensive resource that will be invaluable for academics students and practitioners interested in this important phenomenon How to create high-performing innovation teams Mikael Johnsson, 2022-07-18 Effective team work is essential if innovation projects are to succeed How to create high performing innovation teams provides practical guidance and advice on how to create high

performing teams regardless of type or size of company organization or public institution. It offers the reader pivotal tools and insights to use in practice Both the theory and practice for creating high performing innovation teams are discussed and new tools and insights are provided for managers consultants and academics It answers the call for rapid innovation to respond to the increasingly changing market and to shorter product life cycles How to create high performing innovation teams addresses specifically the factors that enable innovation work from the perspective of the organization the innovation team and its members In addition to co located innovation teams the book also discusses the differences among global organizations and what to consider in the creation of global high performing innovation teams **Handbook of Research** on SDGs for Economic Development, Social Development, and Environmental Protection Popescu, Cristina Raluca Gh., 2022-05-27 Today s context of sustainability and its challenges have shifted dramatically in the post COVID 19 era Economic development social development and environmental protection are vital concerns for sustainability and sustainable development especially as a result of the COVID 19 pandemic and the COVID 19 crisis It is essential to address the necessary issues and opportunities in order to be able to understand the importance of sustainability and sustainable development The Handbook of Research on SDGs for Economic Development Social Development and Environmental Protection provides an updated view of the newest trends novel practices and latest tendencies concerning the manner of supporting and ensuring sustainability and the challenges of the post COVID 19 era while focusing on economic development social development and environmental protection It also discusses the ways in which global nations are expected to realize successful partnerships in order to support sustainability and sustainable development while targeting sensible issues Covering topics such as organizational green culture implications global economy and urban energy efficiency this major reference work is an essential resource for scientists economists students and educators of higher education sociologists environmental scientists executives managers government officials entrepreneurs researchers and academicians Research Anthology on Business Law, Policy, and Social Responsibility Management Association, Information Resources, 2023-12-21 The complicated interactions between business law and societal expectations pose an unprecedented challenge in modern commerce Businesses navigate an intricate ecosystem shaped by legal principles government regulations and evolving societal values The Research Anthology on Business Law Policy and Social Responsibility comprehensively explores critical issues as societal expectations for responsible business practices rise across a four volume collection. The anthology s timely significance makes this reference with an exhaustive coverage an indispensable resource Carefully curated the collection sheds light on the latest trends techniques and applications in business law and policy Covering topics from the transformation of business ethics in the digital era to the role of multi national corporations in enforcing competition laws the anthology serves as a vital reference for academics lawyers policymakers and business professionals Libraries seeking expansive and diverse research materials will find this anthology to be an exceptional solution enriching the academic environment and serving as an

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information leading to different ways of understanding the phenomena that we are investigating Our methods influence our styles of theorizing ways of thinking and reasoning and forms of writing and reporting research This book will be of value to academic researchers in organization and management studies Doctoral candidates and Masters students on MBA and Principles of Research in Behavioral Science Mary E. Kite, Bernard E. Whitley, Jr, 2018-05-20 This book provides a comprehensive overview of research methods in the behavioral sciences focusing primarily on the conceptual issues inherent in conducting research It covers topics that are often omitted from other texts including measurement issues correlational research qualitative research and integrative literature reviews The book also includes discussions of diversity issues as they related to behavioral science research New to this edition are chapter boxes that focus on applied issues related to each chapter topic Throughout the book readable examples and informative tables and figures are provided The authors also take a contemporary approach to topics such as research ethics replication research and data collection including internet research Entrepreneurial Behaviour Andrea Caputo, Massimiliano M. Pellegrini, 2020-08-28 The success longevity and survival of SMEs are deeply linked to the effectiveness of individual decision making processes and established firms need to develop an entrepreneurial and innovative decision making processes to maintain competitive advantages in a continuously changing and increasingly turbulent environment Essentials of Organizational Behavior Terri A. Scandura, 2020-12-03 Winner of the 2022 Textbook Excellence Award from the Textbook new case studies on important issues such as American Airlines anti discrimination protections for LGBTO workers and the latest research on topics such as grit and inclusive leadership This title is accompanied by a complete teaching and learning package Digital Option Courseware SAGE Vantage is an intuitive digital platform that delivers this text s content and course materials in a learning experience that offers auto graded assignments and interactive multimedia tools all carefully designed to ignite student engagement and drive critical thinking Built with you and your students in mind it offers simple course set up and enables students to better prepare for class Assignable Video with Assessment Assignable video available with SAGE Vantage is tied to learning objectives and curated exclusively for this text to bring concepts to life Assignable Self Assessments Assignable self assessments available with SAGE Vantage help students understand their own management style and strengths LMS Cartridge Import this title s instructor resources into your school s learning management system LMS and save time Don t use an LMS You can still access all of the same online resources for this title via the password protected Instructor Resource Site The Routledge International Encyclopedia of Sport and Exercise Psychology Dieter Hackfort, Robert J. Schinke, 2020-04-14 The Routledge International Encyclopedia of Sport and Exercise Psychology integrates the topics of motor control physical education exercise adventure performance in sports and the performing arts in several important ways and contexts drawing upon diverse cultural perspectives More than 90 overarching topics have been systematically developed by internationally renowned experts in theory research and practice Each contribution delves

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#### Table of Contents Organizational Behavior Ups 12th Edition Case Study

- 1. Understanding the eBook Organizational Behavior Ups 12th Edition Case Study
  - The Rise of Digital Reading Organizational Behavior Ups 12th Edition Case Study
  - Advantages of eBooks Over Traditional Books
- 2. Identifying Organizational Behavior Ups 12th Edition Case Study
  - Exploring Different Genres
  - o Considering Fiction vs. Non-Fiction
  - Determining Your Reading Goals
- 3. Choosing the Right eBook Platform
  - Popular eBook Platforms
  - Features to Look for in an Organizational Behavior Ups 12th Edition Case Study
  - User-Friendly Interface
- 4. Exploring eBook Recommendations from Organizational Behavior Ups 12th Edition Case Study
  - Personalized Recommendations
  - o Organizational Behavior Ups 12th Edition Case Study User Reviews and Ratings

- o Organizational Behavior Ups 12th Edition Case Study and Bestseller Lists
- 5. Accessing Organizational Behavior Ups 12th Edition Case Study Free and Paid eBooks
  - Organizational Behavior Ups 12th Edition Case Study Public Domain eBooks
  - o Organizational Behavior Ups 12th Edition Case Study eBook Subscription Services
  - o Organizational Behavior Ups 12th Edition Case Study Budget-Friendly Options
- 6. Navigating Organizational Behavior Ups 12th Edition Case Study eBook Formats
  - o ePub, PDF, MOBI, and More
  - o Organizational Behavior Ups 12th Edition Case Study Compatibility with Devices
  - Organizational Behavior Ups 12th Edition Case Study Enhanced eBook Features
- 7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of Organizational Behavior Ups 12th Edition Case Study
  - Highlighting and Note-Taking Organizational Behavior Ups 12th Edition Case Study
  - Interactive Elements Organizational Behavior Ups 12th Edition Case Study
- 8. Staying Engaged with Organizational Behavior Ups 12th Edition Case Study
  - Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers Organizational Behavior Ups 12th Edition Case Study
- 9. Balancing eBooks and Physical Books Organizational Behavior Ups 12th Edition Case Study
  - Benefits of a Digital Library
  - o Creating a Diverse Reading Collection Organizational Behavior Ups 12th Edition Case Study
- 10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
- 11. Cultivating a Reading Routine Organizational Behavior Ups 12th Edition Case Study
  - Setting Reading Goals Organizational Behavior Ups 12th Edition Case Study
  - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Organizational Behavior Ups 12th Edition Case Study
  - o Fact-Checking eBook Content of Organizational Behavior Ups 12th Edition Case Study
  - Distinguishing Credible Sources

- 13. Promoting Lifelong Learning
  - Utilizing eBooks for Skill Development
  - Exploring Educational eBooks
- 14. Embracing eBook Trends
  - Integration of Multimedia Elements
  - Interactive and Gamified eBooks

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