

First Edition Update Log

The following is a list of updates to the first edition (Version 1.0) of:

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January 1, 2024 Update

Version #	Change	Affected Web Page
Front Matter		
1.1	Added source: Intercultural Awareness and Competence Copyright © 2021 by Trecia McLennon is licensed under a Creative Commons Attribution 4.0 International License, except where otherwise noted.	Acknowledgements
1.2	Added Krista Carson to the Acknowledgements.	Acknowledgements
1.3	Omitted text: Thanks to my manager, Holly Tunstill, for her continued support. Thanks to my colleagues, Professor Krista Carson and Professor Lindsay Rivard, for sharing their vision for the topics covered in this resource. Added text: Thanks to Krista Carson for reviewing this source and for sharing her vision for the second edition of this book. I appreciate your feminist lens, critical lens and the academic rigor that you bring to this topic. I am grateful for your contributions and look forward to your continued contributions to this resource!	Author's Preface
Chapter 1		
1.4	Figure 1.1 Image labels for intrapersonal and interpersonal conflict were switched to correct an error.	1.2 Levels and Types of Conflict
1.5	Added section written by Krista Carson on Power Differentials in conflict.	1.2 Levels and Types of Conflict
1.6	Deleted text and corresponding reference entry: As	1.2 Levels and Types of Conflict



Conflict Management: Perspectives for the Canadian Workplace Updates

	the Canadian airline WestJet is now poised to takeover Sunwing, WestJet has stated that they will respect existing union agreements (Mallees, 2022).	
1.7	Change to wording under Limited Resources/Common Resource Pool: Resources such as money, time, and equipment can be scarce (or perceived to be scarce).	1.3 Common Sources of and Response to Conflict in the Workplace
1.8	Added a section written by Krista Carson on Precarity in Conflict.	1.3 Common Sources of and Response to Conflict in the Workplace
1.9	Added text: Additionally, we need to consider that conflict within these various levels can be further impacted by differences in power.	1.5 Key Takeaways, Knowledge Check and Key Terms
Chapter 2		
1.10	Added further explanation of the Thomas-Kilman conflict styles and which style is best.	2.2 Approaches to Conflict
1.11	Added Organizational Behaviour to Adapted Works.	2.2 Approaches to Conflict
1.12	Added Howatt to references section.	2.2 Approaches to Conflict
1.13	Omitted text: An example of this can be seen in recent efforts by firms in the United States and Canada to work together to “meet the Japanese challenge.”	2.3 Conflict Resolution Strategies
Chapter 3		
1.14	Add HSP interactive depicting surface vs deep culture.	3.1 Organizational Culture
Chapter 4		
1.15	Added book recommendation for <i>Gentle Power</i> .	4.1 Power
1.16	Added section on knowledge and authority hierarchies written by Krista Carson.	4.1 Power
1.17	Added section on recourse in conflict when there is a power differential by Krista Carson.	4.1 Power
1.18	Added book recommendation for Sarah Ahmed’s <i>Complaint!</i>	4.1 Power

Conflict Management: Perspectives for the Canadian Workplace Updates

Chapter 6		
1.19	Added information on unconscious bias.	6.4 Examining our Perceptions in Conflict
Chapter 7		
1.20	Added information about “flipping your lid” and reintegrating during conflict.	7.1 Emotions and Intelligence
1.21	Omitted reference to dieting.	7.1 Emotions and Intelligence
1.22	Added section by Krista Carson on burnout.	7.3 Stress at Work – Conflict Management
1.23	Added book recommendation for burnout.	7.3 Stress at Work – Conflict Management
Chapter 9		
1.24	Added book recommendation for <i>Quiet</i> .	9.1 Personality – Conflict Management
1.25	Added consider this grey rocking technique for dealing with narcissism.	9.2 Cognitive and Personal-Social Dispositions – Conflict Management
1.26	Deleted sections on loneliness and depression.	9.2 Cognitive and Personal-Social Dispositions – Conflict Management
Back Matter		
1.27	Updated image for Conflict Management - Chapter 1 PowerPoint slides	Ancillary Resources
1.28	Added Image and Bias section for Conflict Management - Chapter 6 PowerPoint slides	Ancillary Resources
1.29	Updated Conflict Management - Chapter 9 PowerPoint slides	Ancillary Resources