Abstract

Conflicts in the workplace have been characterized by what they are about (task, process, relationship, status), but little attention has been paid to how conflicts are expressed. Conflict expression matters because the intensity and directness with which conflict is communicated will influence how others respond and whether conflicts escalate. In this seminar, I will present a new conceptual framework and measure of conflict expression that considers both the intensity and directness of expression, and will make the case that understanding how conflicts are expressed can help us gain new insights about the effects of conflict on important individual and team outcomes.