

**CONFLICT MANAGEMENT (HRM624)**  
**SEMESTER SPRING (2009)**  
**ASSIGNMENT**  
**DUE DATE: JUNE 10<sup>TH</sup>, 2009**  
**TOTAL MARKS: 20**

**INSTRUCTIONS: (Please read the instructions carefully)**

- This assignment covers Lecture No. 01 to 30 of your course.
- This assignment includes not only video lectures but also all the helping materials like handouts, reference book etc. So, you are advised to understand all the previous lectures effectively and study those helping materials with full concentration in order to keep working out your assignment.
- **This assignment carries total 20 marks, which are segregated in 15 marks for diagram and 5 marks for summary.**
- You are required to take your time and make your concepts clear to solve this assignment. For this purpose, you are being provided a reasonable time to work out your assignment.
- This assignment aims to provide you not only the subjective knowledge but also a practical scenario based perspective of the common topics of your course.
- You are required to make this assignment with purely your own effort so that you would be able to have a strong clutch over the major topics of this course.
- You are required to make your assignment in **MICROSOFT WORD** format (**Don't use MS Word 2007**).
- **Avoid copying and cheating because copied assignments will be marked ZERO according to the defined strict rules.**
- Your instructor for the course will always be there for any guidance. So, you are advised to ask only guidelines about the assignment and avoid asking about the solutions.

## **Interest Analysis**

Thirty years old Mr. Omer takes his clothing to the Snowline Dry Cleaners and pays Rs. 100/- to have them cleaned. When his clothes are returned, there is a spot still on his pants and his two work shirts (which cost Rs. 150/- apiece but were three years old and rather well used) are missing.

Omer is mad, but also very busy and loses his dry cleaning slip. He returns to the cleaners, angrily demanding Rs. 600/- to cover the cost of buying two new shirts, plus one pair of new cotton pants to replace the ones that have spots. The owner refuses, stating that there is no guarantee against spot removal and that, according to her records, no shirts were ever brought in.

Omer now wants to take the Snowline Dry Cleaners to the cleaners, as it were. He's willing to pay the Rs. 400/- in filing fees that it will take to file a complaint in small claims court, despite the fact that he's unlikely to get it back and because he has no record of the transaction, he has little chance of winning. Omer's case is diverted to a court-connected ADR service and you are the coordinator.

### **Requirements:**

- Based on the information given, build an 'Interest Tree' for Mr. Omer. You may draw any reasonable inference and make any educated guesses necessary to the task.
- Give the Summary of this situation as you demonstrate in the graph of interest tree.