

AN ALARMING NIGHT
Designing an Internal Dispute Resolution System

(Secret Instructions for Piro Pati and Chris Lee)

You have been asked to meet with each other to discuss and recommend a dispute resolution system for the company. You are happy about this assignment because of the recent unhappy discussion on a Friday night-and since Chiplinks now employs about 500 people, you think some kind of system is really needed. You will be meeting shortly with Dr. Y.T. Links.

Please spend 15 minutes on the following:

- 1) What are the options that should be offered in the new dispute resolution system?
- 2) What other ideas do you have about how the system should work?
- 3) How will you pursue this discussion with Dr. Y.T. Links?

Piro and Chris: Please imagine you had a long conversation last Friday with each other and with other employees about the toxic gas alarm system problems.