

论文

知识团队内部任务冲突的处理:感知面子威胁的中介作用研究

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摘要:

由认知差异导致的任务冲突是知识团队作业过程中无法回避的问题。它兼具建设性和破坏性,实际的演化结果主要取决于互动双方的行为表现。因此,了解并掌握团队成员的行为逻辑与规律是团队内部冲突管理的核心所在。在中国,冲突通常被视为一种典型的面子事件,中国人的冲突管理实际上就是面子的管理,厘清面子的作用机理将有助于提升知识团队内部的任务冲突管理绩效,防止冲突演化、升级。研究结论表明:感知面子威胁在知识团队内部的任务冲突处理过程中确实起到了联结刺激和行为的部分中介传导作用;团队成员在冲突过程中至少会感知到基于人际关系、能力要素和个人品德三种不同类型的面子威胁,他们将根据自己对冲突事件的理解作出相应的冲突处理选择。

关键词: 知识团队 任务冲突 冲突管理 面子 感知面子威胁

Handling of Task Conflicts in Knowledge Team :Mediating Roles of Perceived Face Threats

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Abstract:

For most knowledge teams,task conflicts resulted from individual cognitive differences cannot be avoided .Conflicts of this kind are both constructive and destructive,the outcomes of which depend mainly on the acts and performances of both sides involved in the interaction . In order to manage intra-group task conflicts effectively,it seems necessary and important to understand and grasp the logic and the rule of team members .Generally,conflicts are considered to be typical face events for most Chinese . The selection and combination of various conflict-handling modes are in essence a manipulation of face . Uncovering the mechanism of face will help to improve the management of task conflicts in a knowledge team,and to keep the conflicts away from escalation . This study demonstrates that perceived face threats do act as a mediator in the process of intra-group task conflicts . Team members,interacting during the conflicts,will perceive at least three kinds of face threats,which include face threats based on interpersonal relationships,individual abilities,and morality . They choose the "right"mode to handle intra-group task conflicts in line with their perceptions .

Keywords: knowledge team task conflict conflict management face perceived face threat

收稿日期 2010-05-18 修回日期 网络版发布日期 2010-11-10

DOI:

基金项目:

通讯作者:

作者简介:

参考文献:

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