How to Handle Conflict at the Workplace?

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How to Handle Conflict at the Workplace?
Conflict management and resolution is a challenge that managers face in the corporate world.
What is Conflict?
Conflict may be defined as friction between individuals due to differences of opinions, ideas, beliefs, values, needs or objectives.
Types of Conflict
Intrapersonal conflict
Interpersonal conflict
Functional conflict
Intergroup conflict
Why does conflict arise?
No two people are alike
See things differently
Different ideologies
Different approaches to problem-solving
Poor communication channels
Competition for limited resources
Differences in goals and values
Organizational inter-department friction.
Effects of conflicts
1. Positive effects of conflicts
Triggers the need for searching for new facts and solutions.
Improves group cohesiveness
2. Negative effects of conflicts
Reduces productivity
Delays the decision-making process
How do you deal with conflict situations?
Negotiate
Solve the problem
Conceptual skills
Communication Skills
1. Listening
2. Asking Question
Assertive action

Aggressively self-assured
Manage emotions and tempers
Resolve the conflict in a healthy way
Be polite and respectful
Conclusion
Thank You
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