

How to Handle Conflict at the Workplace?

Professor & Lawyer

Puttu Guru Prasad

Senior Management Science Faculty

VVIT, Nambur, A.P

93 94 96 98 98, 807 444 95 39

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



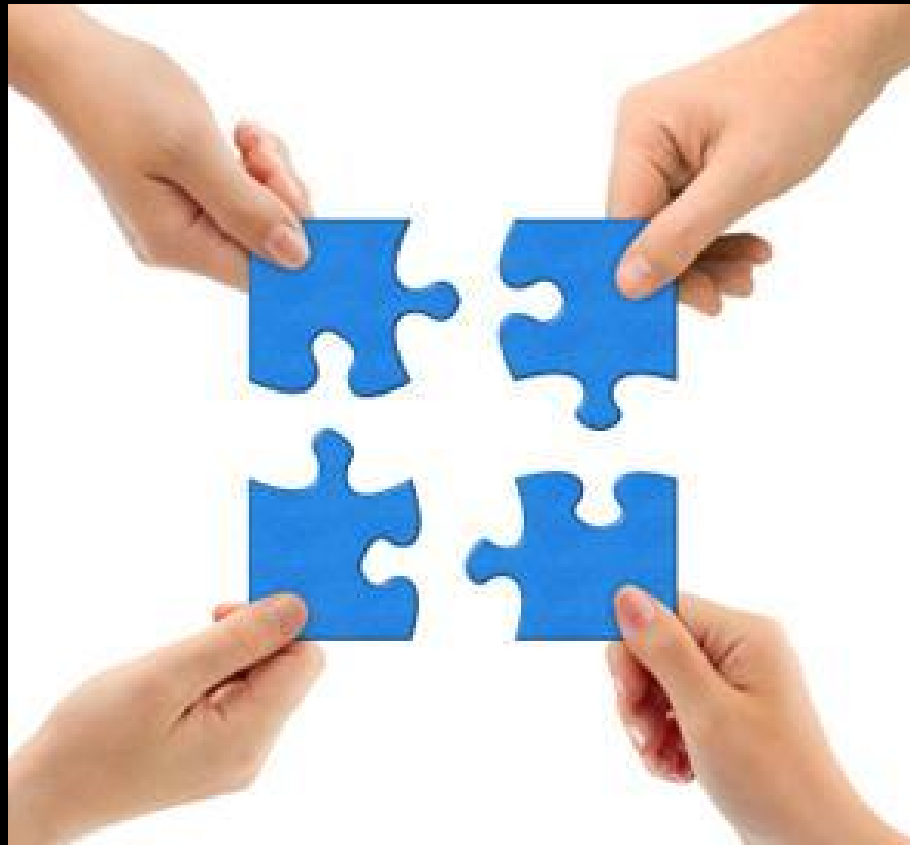
See things differently



Different ideologies



Different approaches to problem-solving



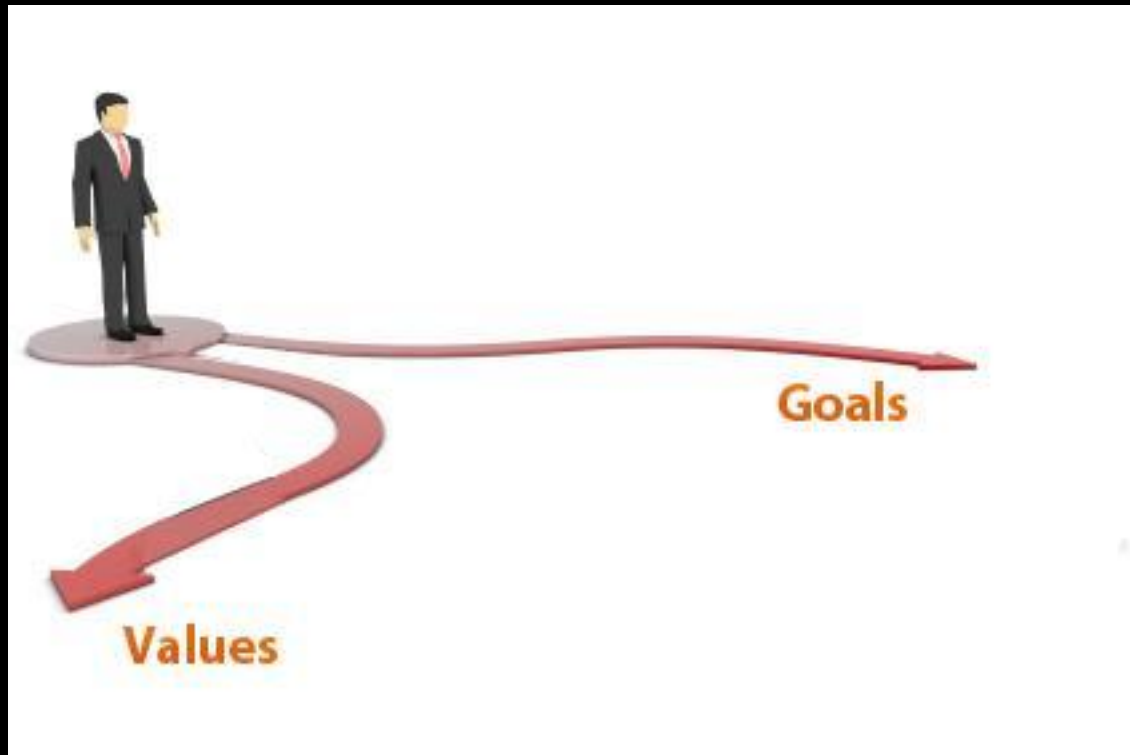
Poor communication channels



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

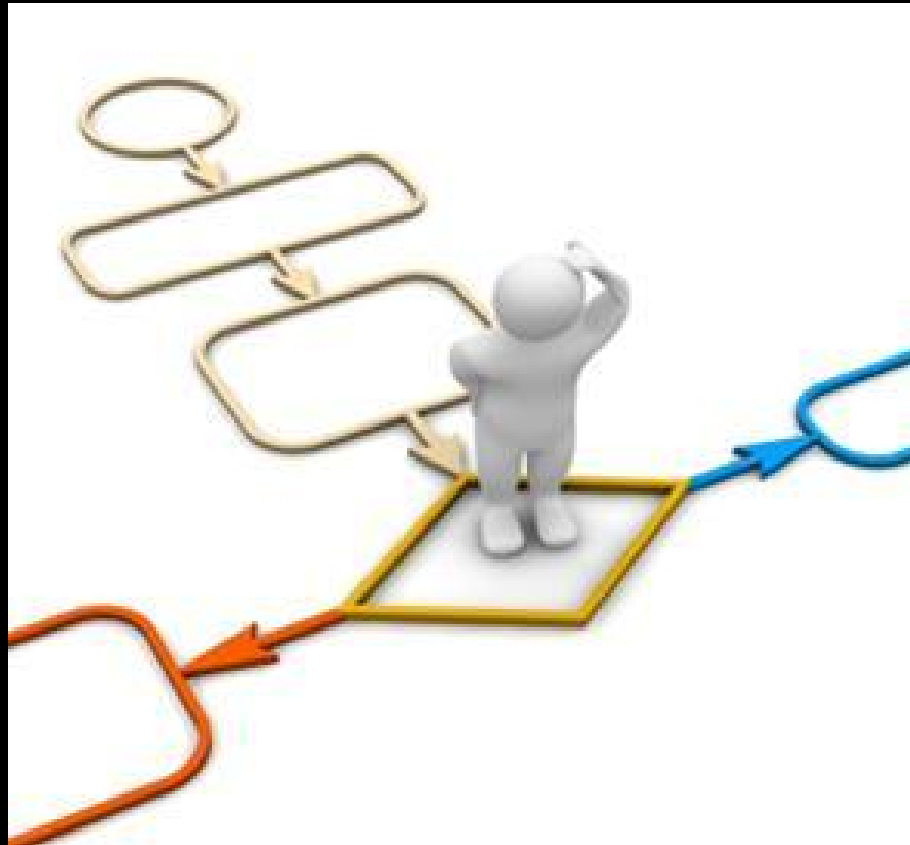


2. Negative effects of conflicts

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

Professor & **L**awyer

Puttu **G**uru **P**rasad

93 94 96 98 98

807 444 95 39