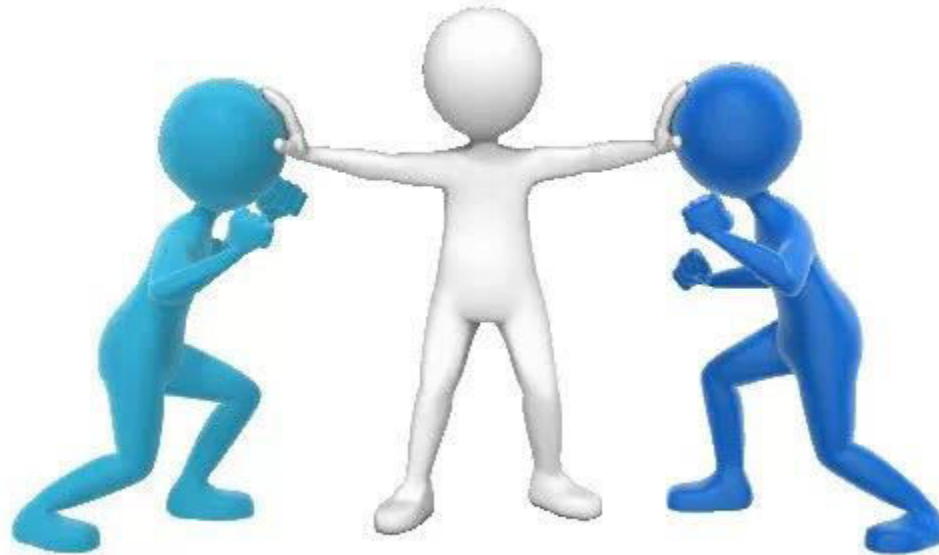


Conflict Management



AGENDA

- ✓ Conflict- Definition
- ✓ Views of conflict
- ✓ Characteristics of conflict
- ✓ Source of conflict
- ✓ Functional & Dysfunctional conflict
- ✓ Types of conflict
- ✓ Tips for managing conflict

Definition of conflict

- An active disagreement between people with opposing opinions / principles or perception
- Conflict within us is a state of mind in which you find it difficult to make a decision.
- Conflict is serious disagreement and argument about something important

Views of Conflict

Traditional view: The belief that all conflicts are harmful and must be avoided

Human relations view: The belief that conflict is a natural and inevitable outcome in any group

Optimistic view: The belief that conflict is not only a positive force in group but that it is absolutely necessary for a group to perform effectively



Source of conflict

Conflicts may originate from a number of different sources, including:

- Miscommunication, beliefs, values, interests, or desires.
- Difference in opinion
- Different Perspective
- A scarcity of some resource.

FUNCTIONAL & DYSFUNCTIONAL CONFLICT

- **Functional conflict:** Works toward the goals of an organization or group
- **Dysfunctional conflict:** Blocks an organization or group from reaching its goals

Healthy conflict

- ❖ Focus on issues and goals
- ❖ Everyone is open to discussion
- ❖ different points of view/Accommodative
- ❖ Encourages innovative thinking

Unhealthy conflict

- Having negative impact on the outcome
- Drives out low conflict tolerant people
- Builds mistrust
- Poor decision because of withheld or distorted information

TYPES OF CONFLICT

Organization



Within & between
organization

Group



Within & between
group

Individual



Within & between
individual



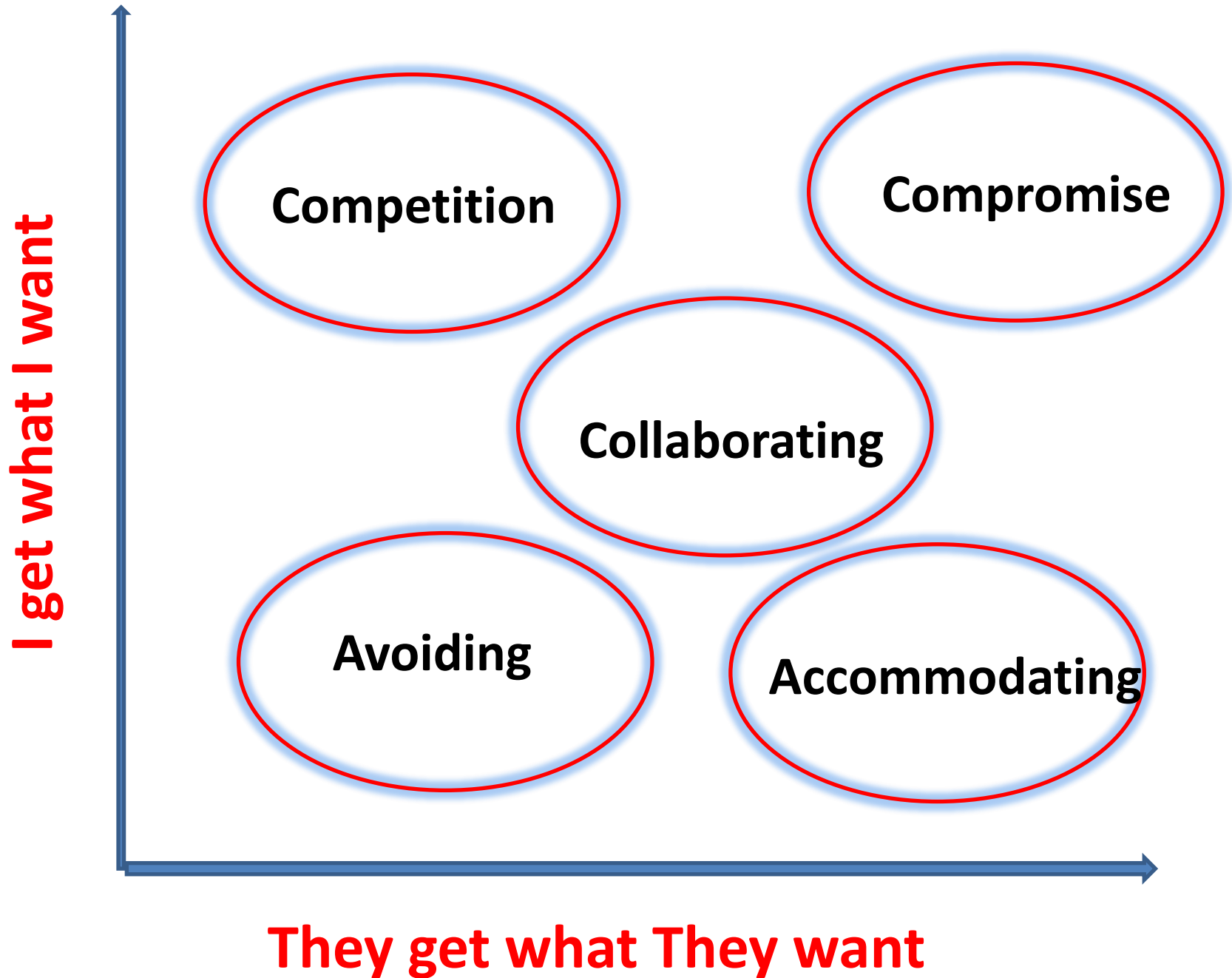
**CASE
STUDY**

Conflict Management

Is defined as “the opportunity to improve situations and strengthen relationships”



5 ways to manage conflict



Avoidance

Plus

When you really don't care

Minus

May lead to other conflicts



Accommodation

Plus

- Curtails conflict situation
- Enhances ego of the other

Minus

- Sometimes establishes a precedence
- Does not fully engage participants



Competition

Plus

- The winner is clear
- Winners usually gain experience



Minus

- Establishes the battleground for the next conflict
- May cause worthy competitors to withdraw or leave the organization

Compromise

Plus

- Shows good will
- Establishes friendship



Minus

- No one gets what they want
- May feel like a dead end

Collaboration

Plus

- Everyone “wins”
- Creates good feelings



Minus

- Hard to achieve since no one knows how
- Often confusing since players can “win” something they didn’t know they wanted

Benefits of Conflict

- can provide opportunities.
- challenges us to think harder
- be more creative
- to develop greater understanding
- to search for alternative avenues that are more efficient, effective, and productive

Unresolved conflict can.....

- Breakdown of a group.
- Hamper performance,
- Increases stress among employees
- Decreases productivity,

Tips for Managing Conflict

- **Accept conflict**
- **Listen actively**
- **Analyze the conflict**
- **Separate the person from the problem**
- **Work together**
- **Agree to disagree.**
- **Focus on the desired outcome**
- **Share your interests**
- **Be specific**



In the midst of adversity lies opportunity