



JOURNAL OF EMERGING TECHNOLOGIES AND INNOVATIVE RESEARCH (JETIR)

An International Scholarly Open Access, Peer-reviewed, Refereed Journal

Conflict Resolution: The Key to Effective Management

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Abstract

Conflict is the difference in perception and opinions among individuals and can occur anywhere anytime. However, it can be harmful for the effective growth and efficiency for any organization. There can be positive and negative aspects to conflicts. It may be beneficial, if managed properly. This paper attempts to highlight the importance of conflict management for an organization and discusses the ways in which it can be properly managed by the manager. The manager should find solutions to resolve the conflicts. Conflict resolution is a skill which is crucial for a manager to possess. It is necessary for the entire team and management to take the issue of conflict management seriously for the success of the organization.

Keywords: Conflict, management, leadership, skill

Introduction

Conflict arises due to difference of opinion and ideology. When humans work in a group or as a team every member has a different outlook and perspective towards a particular problem. This leads to conflict which causes distrust and inefficiency. Conflicts arise due to the inability to listen adjust and adapt to others point of view. It is important to manage conflict as it is an integral part of the society and relationships. Conflict management is a technique.

Traditionally it was thought that conflict is bad for the organization or for any relationship but according to the modern view conflict is considered an important aspect for any workplace. Conflicts arise when people work together and have different ways to accomplish the same objective. It is important to strike a balance between the negative and positive aspects of conflict as it is impossible to work without it.

Places of Conflicts

Conflicts arise at every place. Workplace, office, playground, schools, you find it everywhere.

Human interactions give rise to conflicts. When two people talk or discuss there is a difference in opinion which eventually may lead to higher versions of conflict if not managed effectively.

Most commonly conflicts occur at workplace due to want of power, politics, recognition etc. or in a school between classmates. A small conflict if left unattended may lead to a fight.

In workplace it is observed more often that people are involved in conflicts which can affect goals of the organization. The atmosphere should be more open where collaborative minds can put forth their opinions and suggestions.

Positive Aspects of Conflict

Self-management skills- When people get agitated or confused, they usually lose temper or calmness. But conflicts teach us how to manage self and remain calm and composed even if we have difference in outlook. It teaches us to control our anger and discuss issues without offending the other person.

Problem solving skills- When conflicts occur the individual learns to resolve the issue raised or solve the root cause of conflict. One cannot learn anything by sitting in isolation. Man is a social animal, so when you are in a group or a society there are bound to be issues with respect to difference in opinion.

Creativity-Conflict provides us an opportunity to release constructive urges, needs and desires. A lot of important discussions and arguments lead to excellent research. It channelises our creativity and energy in some other direction also which we probably never thought of.

Negative Aspects of Conflict

Jealousy- Repeated conflicts can lead to jealousy which is a hindrance to the common goal and objective of the organization resulting in wastage of time and resources.

Competition- Conflict can lead to unhealthy competition in the employees which can make teamwork a difficult task. All the energy of the Manager will be wasted in resolving conflicts and listening to every employee viewpoint may consume a lot of time.

Stress- Conflicts may lead to emotional stress. Many individuals are introvert. They are not able to register their difference of opinion to the other side positively and in an assertive manner. However, this may lead to anxiety and cause stress. Their stress can be reduced by giving them a platform to express and listen to them.

Ways to Resolve Conflicts

Communication- Being a good and active listener is the key to resolving conflicts. Everyone is not a good speaker, but one must acquire the basic skills of communicating with each other. It is the key to identify and resolve conflicts in the most effective way.

Adjust- Every organization and individual have their own working style. The sooner one can adapt and adjust to the situation and people around them the better it is for the environment around them. Adjusting and adapting to the environment is something that is acquired.

Listen- Every individual wants to be a speaker and wants somebody to listen to them. Listening attentively and patiently to someone who is in a situation of conflict with someone can resolve the problem at a very early stage.

Conclusion

Conflict resolution is very important. Conflicts occur everywhere but handling them at the right time in the right manner is important. People have different perceptions towards different situations. It is fair to have different opinions and responses to different situations. The employee will respond positively when there is frequent, truthful and honest communication. It is the skill of the manager to avoid all situations which can cause stress and emotional turmoil to the employees. He should try to conserve the energy of the workforce and try to be fair and justified during the conflict resolution process.

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