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Conflict and negotiation management

Q1: The concept of conflict is controversial....

Ans: **interpersonal Conflict**: An interpersonal conflict is a conflict between two or more people. A dispute may arise between two employees working in the same or different department.

For example, suppose you are an optimist and someone who shares your work environment with you is difficult to handle and a complainer. His carelessness makes you down, and he despises you for your sunny nature. You can't even talk to each other for days.

inter group Conflict: A type of conflict arising between people of two or more parties whether within or outside the organization. Conflicts may arise as a result of differences in goals or assumptions.

For example, a person in a focus group can steal ideas from another group and present them as his or her own, which can create group conflict between the two groups.

Difference between the two conflicts:

inter group conflict:

- Occurs between two groups
- Difference of goals
- They compete for scarce resources
- less personal in nature.

Interpersonal conflict:

- occurs between two individuals
- Difference of views and norms
- competitiveness
- personal in nature

Q2: Conflict may occur in any organisation....

Ans: There are five levels for dealing with conflicts that are stated by Thoms Kilmann. According to him it is important to know the cause of the conflict and then the appropriate level to use to resolve that specific conflict.

1: **Competing**: Competition is used by people who go to conflict thinking to win. They feel confident and do not cooperate. This approach is evident in the sense that one side wins and everyone loses. It does not allow space for a variety of ideas to become a full-fledged informative picture. Competition may work in sports or in combat, but it is rarely a good strategy to solve team problems.

2: **Avoiding**: Avoiding is when people simply ignore or withdraw from the conflict. They prefer this approach where the pain of conflict is more than the potential reward for conflict resolution. While this may seem easy to accept for a facilitator, people do not contribute anything important to the discussion and may still hold relevant ideas. When conflicts are avoided, nothing is resolved.

3: **Accommodation**: Accommodating is a plan where one party gives in to the wishes or wants of another. They are cooperative but not self-promising. This may seem like a kind way of giving when someone points out who is wrong about an argument. It does no good when one party settles the other just to maintain consistency or avoid distraction. As a precaution, there may be problems that can

be fixed. Multiple seating can lead to teams where the more tightly-knit teams lead the process and dominate multiple discussions.

4: **Collaboration**: Collaboration is a process where people support and cooperate. The group can learn to let each participant make an unlimited contribution to create a shared solution that is not supported by everyone. A great way to collaborate and overcome conflicts is to reach out and touch them.

5: **compromising**: Another strategy is showing compromise, where participants are honest and cooperative. The idea is that everyone sacrifices less of what they want, and nobody gets everything they want. The idea of the best outcome when working with humility is what "separates the difference." The consensus is considered right, even if no one is really happy with the final result.

Q3: In organisations employees have different personalities....

Ans:

1: **Agressor**: Having an aggressive behaviour is not such a bad trait after all. Taking aggressive approaches to things can make work easier for people, but this is not always the same in an organisation. Being aggressive can cause conflicts in an organisation.

2: **Passive**: Another personality trait that causes conflict in an organisation is being passive. It means that a passive person doesn't act out to situations, lack the confidence to question what is happening to him or around him.

3: **Absentee**: Another reason that causes conflicts is an employee who is absent most of the times.

4: **Error prone**: Meaning that an employee commits mistake on a regular basis. once that mistake could be ignored but regular mistakes causes conflicts in an organisation.

5: **Time waster**: Another personality trait that causes conflicts is of a time waster. An employee who tends to take up more than usual time to complete a task or project is a time waster. this also causes conflicts to arise in an organisation.

6: **Do nothing**: An employee who is a part of the organisation or a project but tends to not do any sort of work or tends to avoid work is a "do nothing" employee. this also cause conflicts to arise.

How conflicts can be prevented:

1: **Be Positive**: If you want to work in a positive environment, you have to be optimistic. It's amazing how much emotion can have an effect your work day.

Also, many studies show that optimistic people are better placed to deal with depression, anxiety and any other hurdles.

2: **Communicate respectfully**: Asking people for their cooperation rather than giving instructions, asking about people's day off and thanking others for the help they provided, greetings others will help you maintain good relationships with others. You should also be careful about how you forward messages. It's easy to grieve because the other person can't see the body language and you can't fix what you said when you see their reaction.

3: **Avoid emotional manipulation**: Some people tend to find their way through feelings, whether it be anger. If they succeed in doing this at work, it will either provoke anger and lead to conflicts. If you have to meet a person who has tears in their eyes, you should simply tell them that you will give them some breathing room, leave and come back later. A calm approach will help you avoid unnecessary conflict and contribute to a better working environment.

4: **Know what's important**: conflicts can grow from very small matters. As little as taking someone else's pen from their table can increase the accusation of poor performance. It is important to accept that conflicts will happen over and over and that they must remain at that level - minor differences that should be noted and forgotten.

