**Conflict & Negotiation Management**

**Conflict**

Conflict is defined as “the process that begins when one party perceives that the other has negatively affected, or is about to negatively affect something that he or she cares about” (Thomas, 1992).

* Conflict is a perception.
* Perceptions do not always line up with reality.
* However, they do influence behavior and they can be changed.

**Causes of Conflict**

1. Misunderstanding
2. Fight for resources
3. Personality clashes
4. Poor communications
5. Failure to respond to employees need
6. Authority issues
7. Work methods
8. Goals