



Conflict resolution

Disagree with me, that's all right

Conflict resolution, need bring no fight

Conflicts



- ◎ **Conflict:** *arises between organization members for distribution of resources.*
- ◎ **Competition:** *parties remain independent. While in conflict there is interaction.*

Managers spend almost 20% of their time in conflict resolution activities .

Dividing characteristics



gender, religion, department membership.

Members desire: *(power, money, information, & praise).*

→ Decreased coordination, communication, and productivity, loyalty to the group.

Conflict handling strategies

High

Win lose

Win win

Self
concern

Pressing

Negotiation

Avoiding

Accommodation

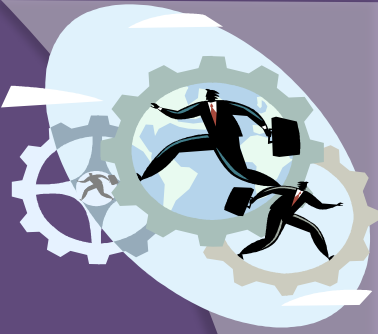
Low

Concern for others

High

Lose lose

Lose win



Conflict handling strategies



◎ **Accommodation:** giving the other side what they want. Conflict ends quickly. Parties' relationship is preserved.

◎ **Pressing:** includes threats (costs of non-compliance) or promises (benefits of compliance). Not require the agreement of the other party to work, nor the parties to differ in power. eg promise future support on "A" for current support on "B".

Conflict handling strategies



- © **Avoidance:** *best strategy when conflict issues are trivial, and when both parties don't care much about outcome. Also used when the problem is better dealt with in the future, after the parties cool down.*
- © **Negotiation:** *is an art and science. The parties here decide what each will give and take, in an exchange between them. Resources are fixed, so one party gain is at the expense of the other.*

A group of soccer players in red and white uniforms are huddled together in celebration on a field. The players are wearing red jerseys with white accents and white shorts. One player's jersey has the name "BROUSSEAU" and the number "10" on the back. Another player's jersey has the number "14". A third player's jersey has the number "11". The players are smiling and looking at each other. The background is a blurred crowd of spectators.

Thank you

"In The Times Of Crisis I Was Not Hurt By
The Harsh Words Of My Enemies,
But By The Silence Of My Friends."