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CONFLICT RESOLUTION

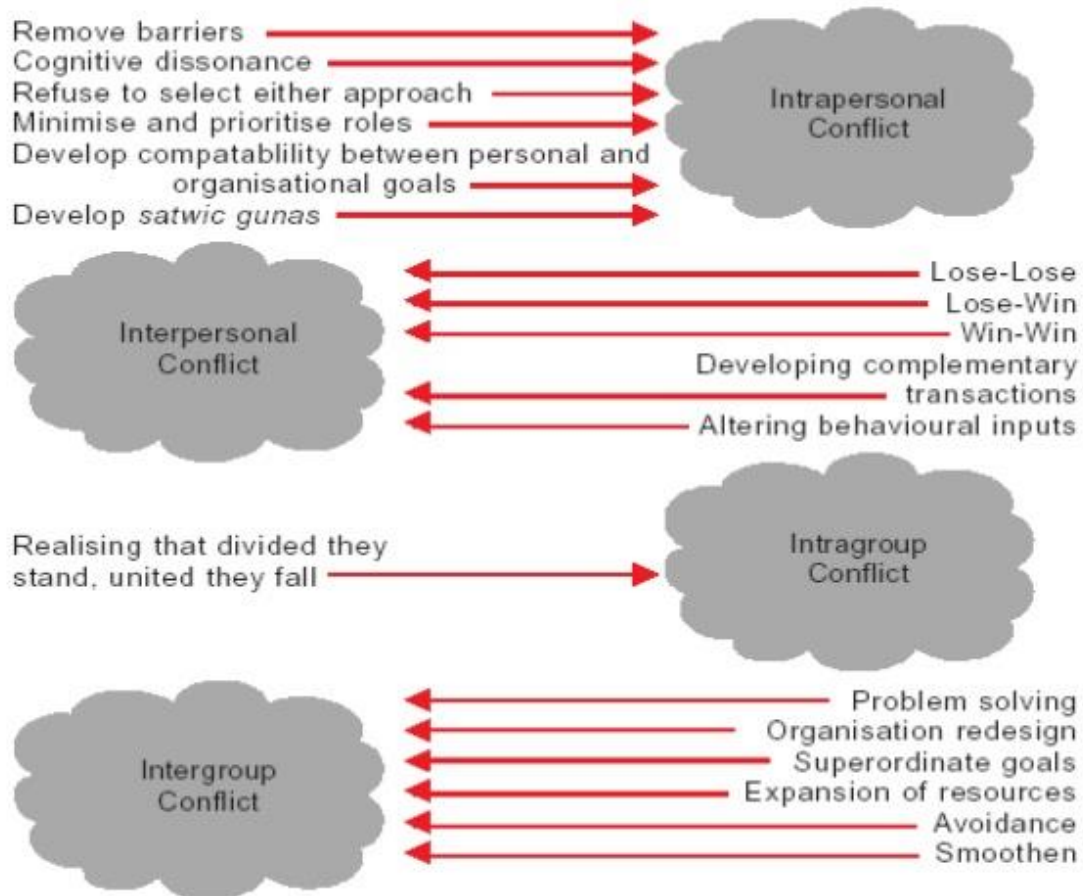
Introduction

The term “Conflict Resolution” may be explained as the process (technique, procedure and tools) of providing actionable, affordable and unbiased solution to opposing or contradicting scenarios. It can also be defined it as the managing of conflict and negotiation of a solution in that respect. Conflict analysis and resolution play some important roles in our day-to-day existence

CONFLICT RESOLUTION is the process by which two or more parties engaged in a disagreement, dispute or debate reach an agreement resolving it. It involves a series of stages, involved actors, models and approaches that may depend on the kind of confrontation at stake and the surrounded social and cultural context. However, there are some general actions and personal skills that may be very useful when facing a conflict to solve (independently of its nature), e.g. an open minded orientation able to analyze the different point of views and perspectives involved, as well as an ability to empathize, carefully listen and clearly communicate with all the parts involved. Sources of conflict may be so many, depending on the particular situation and the specific context, but some of the most common include:

Personal differences such as values, ethics, personalities, age, education, gender, socioeconomic status, cultural background, temperament, health, religion, political beliefs, etc. Thus, almost any social category that serves to differentiate people may become an object of conflict when it does negatively diverge with people who do not share it. Clashes of ideas, choices or actions. Conflict occurs when people does not share common goals, or common ways to reach a particular objective (e.g. different work styles). Conflict occurs also when there is direct or indirect competition between people or when someone may feel excluded from a particular activity or by some people within the company. Lack of communication or poor communication are also significant reasons to start a conflict, to misunderstand a particular situation and to create potentially explosive interactions.

Strategy for resolving conflict



Resolving intra group conflict

Conflict with in a family can be resolved if the members recognise and respect role of family members. All the members need to realise that dived they stand coma United de fall. Probably a family friend may intervne to resolve the dispute if the members failed to resolve the conflict themselves. This is what happened in Bajaj family. Sharad Pawar mediated to bring about a Truce (an agreement between enemies or opponent to stop fighting for going for a certain time) in the troubled family

Resolving intergroup conflict: the approaches that are available for resolving intergroup conflict are as follows:

1. Problem solving
2. Avoidance
3. Smoothen
4. Compromise
5. Expansion of resources
6. Organisation redesign
7. Super ordinate goals

- **Problem solving:** - problem solving is considered to be the most effective approach available as it emphasizes the attainment of the common interest of both conflicting parties. In problem solving strategy attempts are made to find a solution that reconciles or “integrates” the needs of both the parties. The two parties work together to define the problem and to identify mutually satisfactory solutions. Moreover, there is open expression of feelings as well as exchange of task related information.
- **Organisational redesign:** changing organisational structure is another approach for resolving conflict, particularly when the source of conflict comes from the CO ordination of work among different departments or divisions. One way of redesigning organisations is to reduce task interdependence between groups and give each group responsibilities. Another way is to transfer or exchange members of conflicting group’s full stop and appeal system may also be developed to eliminate arbitrary use of power.
- **Superordinate goals:** appealing to super ordinate goals is another way of resolving conflict full stop the super ordinate goal is a common goal of both conflicting parties and the combined efforts of both parties will be needed to realise the goal. It takes precedence over other goals which may separate the conflicting parties. Survival of the organisation for example, can be a super ordinate goal. Creating awareness that the organisation’s survival will be jeopardised if conflicting group do not work in unison and can have a salutary effect on disputing parties.
- **Expansion of resources:** to the extent that scarce resources cause conflict, removing their scarcity e will help resolve conflict.if upgradation of one’s position has caused ripples elsewhere, some more jobs might be similarly upgraded. If increased budget allocation to one department has caused heart burn to the

members of rival department, the rival division's allocation can also be correspondingly increased, and so on.

- **Avoidance:** when the issue is trivial, strategy will be useful. In the avoidance strategy, the party or parties to the conflict may either withdraw from the conflict or council the incompatibility. In the first instance, one of the conflicting parties or both will withdraw from the conflicting situation. Where avoidance is not possible considering the fact by either or both conflicting parties that there is conflict may help defuse the conflict.
- **Smoothen:** The process of closing down the differences between individuals or groups and highlighting their common interest is called smoothening full stop finding and emphasizing similarities between conflicting parties, while playing down differences, can eventually lead the parties to realise that the two are not as far apart as was first believed. With saved view points on some issues, the ability to work toward a smoothen can help reduce the intensity of the conflict and avoid an escalation of open hostility. However, smoothen is recommended as stop that music to let people cool down and regain perspective.
- **Resolving line and staff conflict:** the following remedies have been suggested to resolve line and staff conflict:
 - i. The roles, responsibilities, and functions of line and staff offices need to be e clearly defined and made known to the people concerned.
 - ii. Stop people cell know that their role is advisory. They are to be e content with tendering advice on important issues. Line managers need also respect the staff advice and use it for the benefit of the organisation.
 - iii. Increase possibilities of interaction between the line and staff officers.
 - iv. The staff offices are to avoid playing the expert.
 - v. The fear complex from which line managers suffer going to proximity of staff specialist and their intimacy with the top management need to be removed
 - vi. Both parties are to have the right of appeal to the chief executive.

Conflict management

There are five conflict management strategy, viz., Competition, collaboration, compromise, avoidance, and accommodation.



The figure classifies each style as some combination of a person's:

Co-operativeness: decide to satisfy the other person's concern and

Assertiveness: desire to satisfy one's own concerns.

1. Avoiding :-

Avoiding is when people just ignore or withdraw from the conflict. They choose this method when the discomfort of confrontation exceeds the potential reward of resolution of the conflict. While this might seem easy to accommodate for the facilitator, people aren't really contributing anything of value to the conversation and may be withholding worthwhile ideas. When conflict is avoided, nothing is resolved.

2. Competing

Competing is used by people who go into a conflict planning to win. They're assertive and not cooperative. This method is characterized by the assumption that one side wins and everyone else loses. It doesn't allow room for diverse perspectives into a well informed total picture. Competing might work in sports or war, but it's rarely a good strategy for group problem solving.

3. Accommodating

Accommodating is a strategy where one party gives in to the wishes or demands of another. They're being cooperative but not assertive. This may appear to be a gracious way to give in when one figure out s/he has been wrong about an argument. It's less helpful when one party accommodates another merely to preserve harmony or to avoid disruption. Like avoidance, it can result in unresolved issues. Too much accommodation can result in groups where the most assertive parties commandeer the process and take control of most conversations.

4. Collaboration

Collaborating is the method used when people are both assertive and cooperative. A group may learn to allow each participant to make a contribution with the possibility of co-creating a shared solution that everyone can support. As is clear, only the collaboration approach scores high on board dimensions. Hence, this approach is highly effective to resolve conflict. A great way to collaborate and overcome conflict is to reach out and touch them.

5. Compromising

Another strategy is compromising, where participants are partially assertive and cooperative. The concept is that everyone gives up a little bit of what they want, and no one gets everything they want. The perception of the best outcome when working by compromise is that which "splits the difference." Compromise is perceived as being fair, even if no one is particularly happy with the final outcome.

What needs emphasis is that views and styles of conflict resolution vary across cultures. Important aspect of conflict are viewed and experienced differently in different countries.