

Workplace Conflict Management challenges

Managers today are devising innovative handling techniques as conflict poses a great challenge for them.

Step 1: Begin by describing a conflict in your life. Below are some examples to guide you as you choose a conflict.

- a neighbor is always playing loud music or their dog is always barking and waking up the baby
- a team member is not doing their assignments causing the team to suffer
- the music instructor at school is requiring too much homework for your child to complete

I am Sanjay Kumar Jha, working as Senior Manager in Global Library. I am also facing this issue because of my proactive nature in handling the users query. Team member is not doing their assigned work on time and if I respond to that query my immediate boss become angry and if no one respond to the assigned query, then also he become angry because, library name and fame is on stake, if query not attended on time. What is the solution?

Step 2: Answer the following questions.

What active listening skills would you use to address the conflict? Explain why

Building trust and establishing rapport

Opening the dialog, to know the root cause of conflict and also dialog may help to clear the air. Most of conflict root cause is misunderstanding and little trust and not using three "As," which are attitude, attention, and adjustment, at the time of listening. We should also be being respectful towards each other.

Which of the five approaches to conflict would you choose? Explain why.

The Five approaches to conflict, I will chose is competing approach, accommodating approach, Collaborating approach, compromising approach and avoiding approach.

- Competing, such as powering my way to a win or defending my position
- Accommodating (the opposite of competing), by subordinating my own interests to the interests of others
- Collaborating (the opposite of avoiding); engaging and working together toward a solution
- Compromising (the middle ground between competing and avoiding); agreeing on a partially acceptable solution
- Avoiding, by denying the existence of the conflict or withdrawing from it

What is the right time or circumstance to intervene in the conflict?

In case of someone go for greedy approach to get some personal advantage..

- When the workplace being disrupted?
- When the productivity being affected
- When a threat being posed to other employees?

How can you avoid communication problems when dealing with conflict?

By devising a solid communication plan to produce a collaborative solution. This solution result in a

- Win – Win solution
- Brings the most gain to all parties
- Ensure the well-being of all relationship

What do you need to do to produce a collaborative solution?

- Make it clear that collaboration is the minimum standard
- Set team goals
- Foster a creative atmosphere
- Build cohesion
- Know one another.
- Leverage team member strength