

| Programme | : | B.Tech. (Common to all) | Semester | : | Interim Semester 2021-22 |
| --- | --- | --- | --- | --- | --- |
| Course | : | Soft Skills for Engineers - II | Code | : | SST2002 |
| Faculty | : | Dr Ravi Bhatt | Slot/Class No. | : | D11/ 0162 |
| Time | : | 1 hour | Max. Marks | : | 10 |

**Continuous Assessment 2**

**Q1: What is conflict resolution? Why is it pertinent for a leader to resolve conflict effectively? What are the major causes of conflict in an organisation and how can it impact an organisation in the long run? Provide relevant examples to support your answer.**

**Write the answer in a single paragraph in 120-150 words. You can either write it on a piece of paper and upload the picture or type it in and upload the document.**

**Please note:**

* **In case 2 or more students have written the same answer, common marking will be done. Copying and pasting common paragraphs is STRICTLY not allowed.**

**(Recommended settings: Font: Times New Roman; Size: 12; Spacing: 1)**

**You can turn-in your document either in .pdf or .doc format.**

Answer Sheet

Reg. No. : 19BCE10071

Name : ABHISHEK SRIVASTAVA

Conflict resolution is the process of dealing with issues that arise from differences in goals, needs, interests, values, or circumstances between people, groups, or institutions. Leadership is difficult. But one thing that is particularly difficult is resolving conflict. Leaders should try to resolve conflicts effectively so they can avoid unnecessary problems. Conflict is inevitable. Therefore, by diffusing or dealing with conflict among team members, you can significantly enhance workplace morale and boost team productivity. Resolving workplace conflict is an integral part of being a leader. In the long run, they may impact the company's reputation, hinder performance and bottom line, leading to revenue loss. One recent instance was when I was Lead on DSC VIT Bhopal. There was a conflict between the Design team members. I called them together, discussed the problem, and then assigned them different tasks, so the working of the community is not affected.