

Conflict Management

A Communication Skills Approach

by

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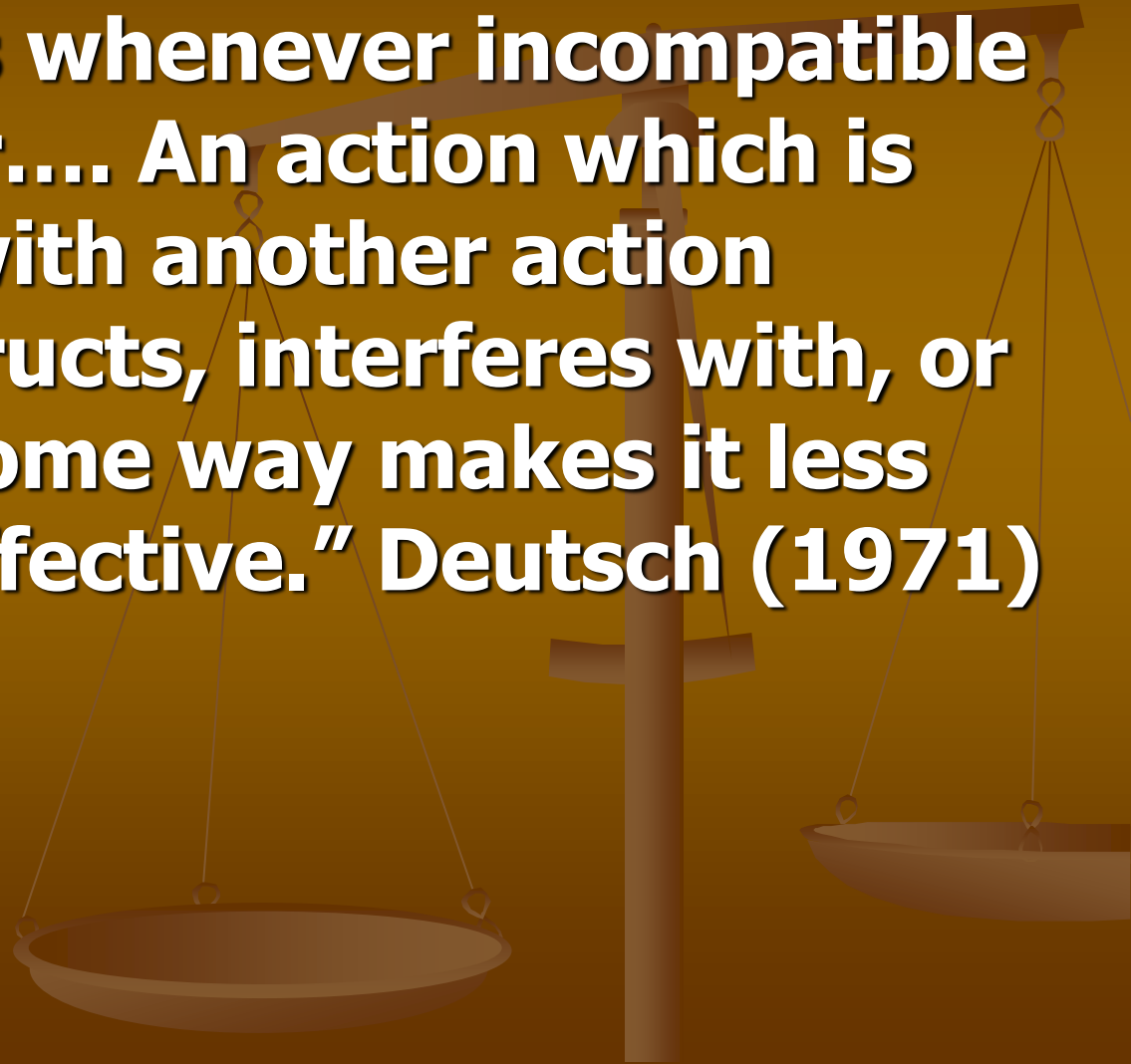
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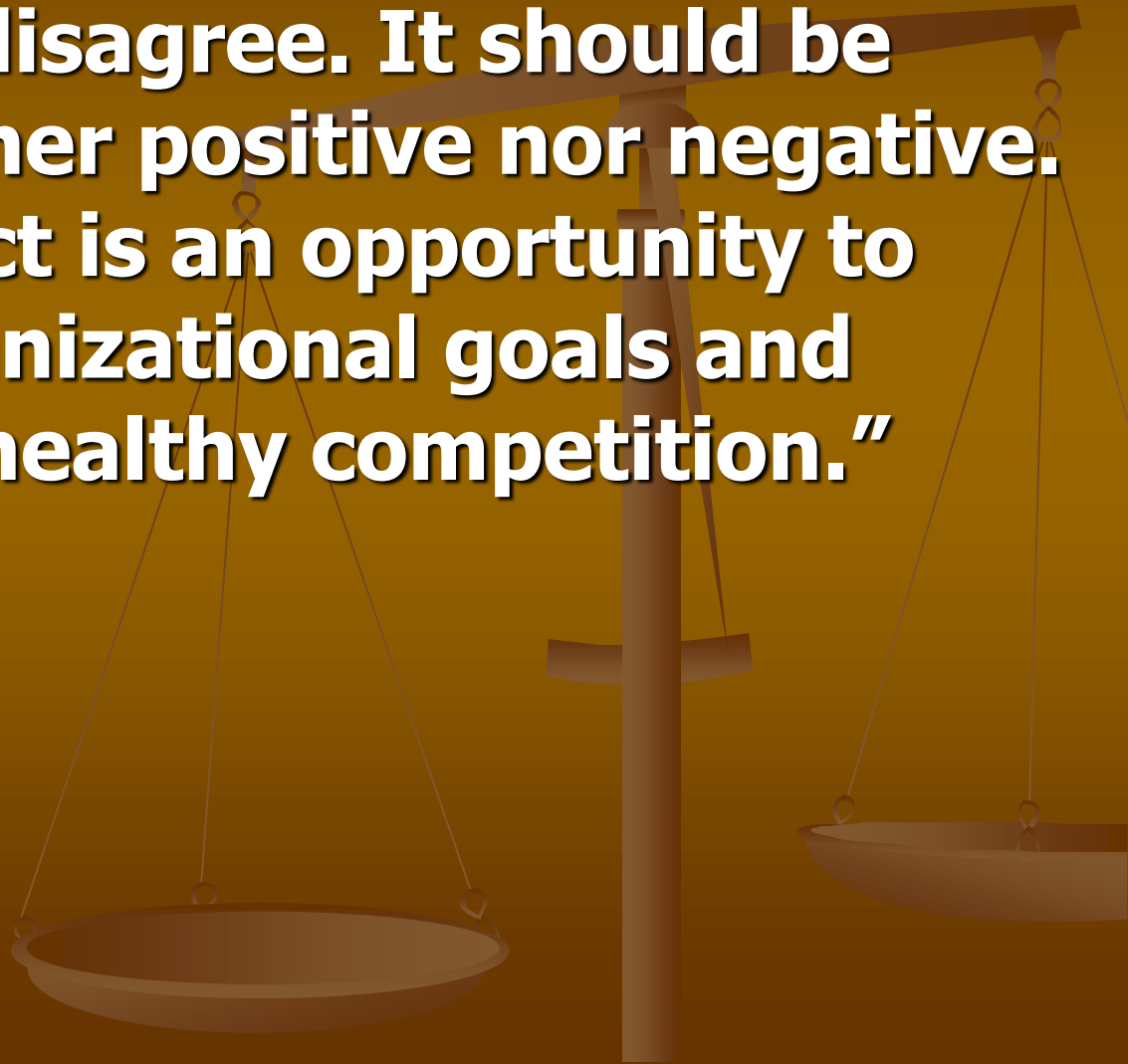


Conflict Defined

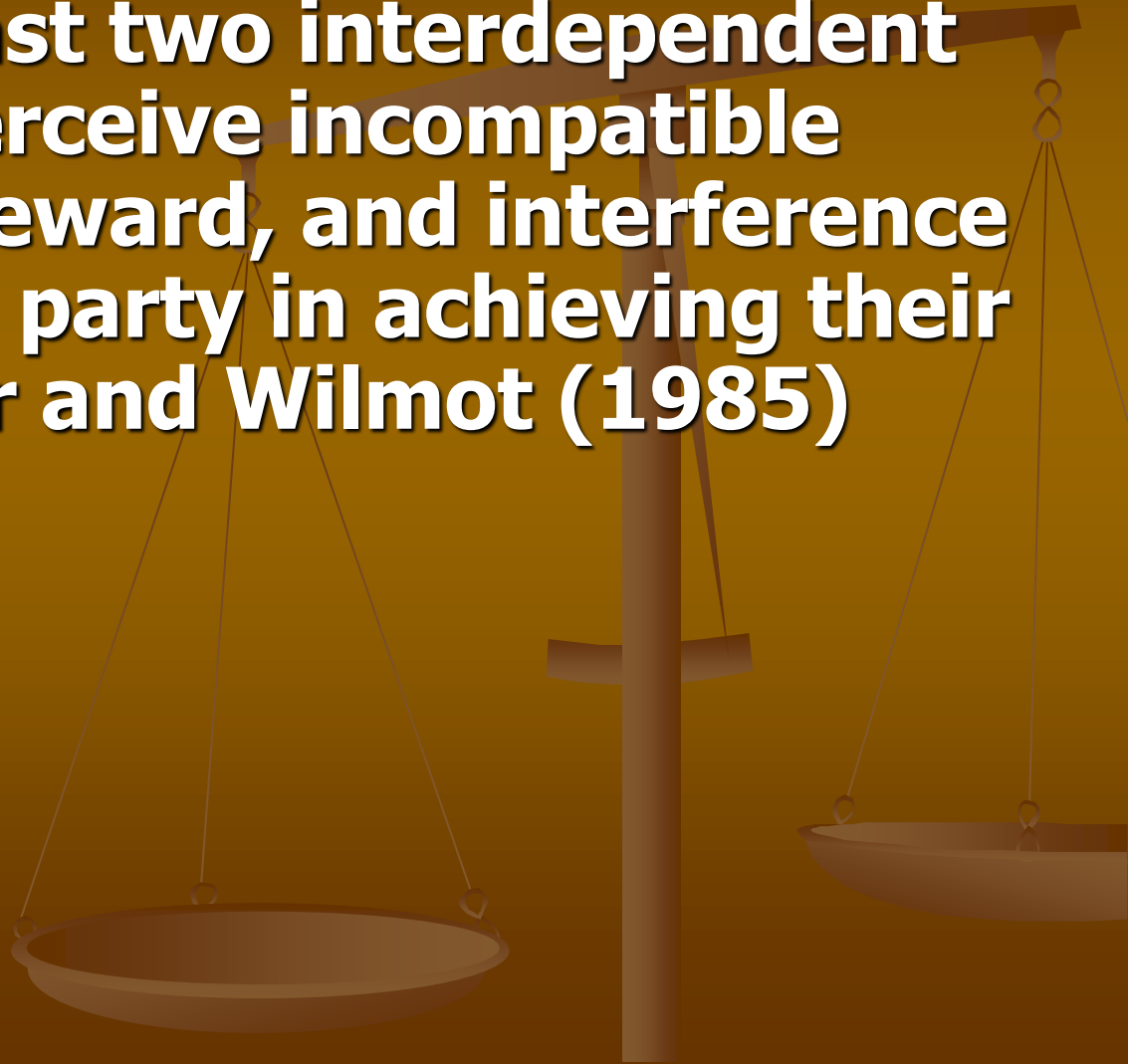
- **“Conflict exists whenever incompatible activities occur.... An action which is incompatible with another action prevents, obstructs, interferes with, or injures, or in some way makes it less likely or less effective.” Deutsch (1971)**



- **“Conflict often results when two or more people, departments or organizations disagree. It should be viewed as neither positive nor negative. Instead, conflict is an opportunity to help meet organizational goals and often leads to healthy competition.”
Lucas (1994)**



- **“Conflict is an expressed struggle between at least two interdependent parties who perceive incompatible goals, scarce reward, and interference from the other party in achieving their goals.” Hocker and Wilmot (1985)**



Types of Conflict

- **Intrapersonal Conflict**
- **Interpersonal Conflict**
- **Intragroup Conflict**
- **Intergroup Conflict**
- **International Conflict**



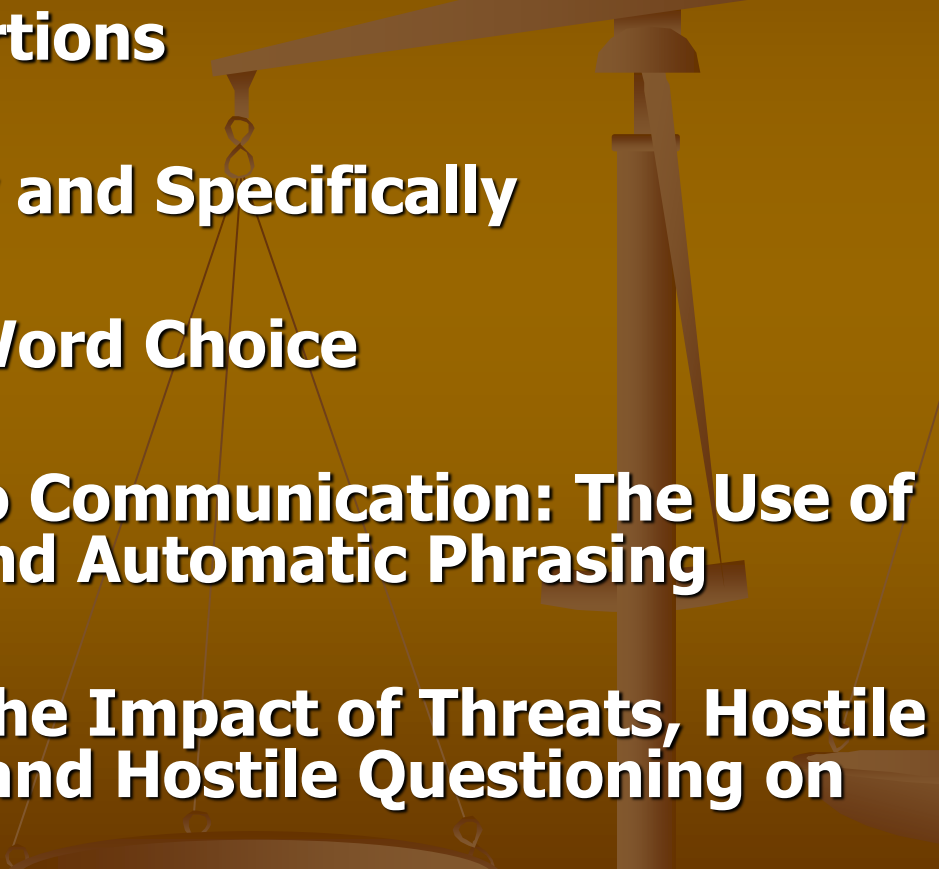
Sources of Conflict

- **Differences in Culture**
- **Differences in Ideology and Values**
- **Educational Differences**
- **Differences in Experiences**
- **Competitions**
- **Varying Perceptions**
- **Inadequate or Poor Communication**
- **Misuse of Power**



Verbal Communication Strategies for Conflict Management

1. Descriptive Speech

- **Admitting One's Assertions**
 - **Stating Issues Clearly and Specifically**
 - **Semantic Selection: Word Choice**
 - **Semantic Obstacles to Communication: The Use of Slang, Stereotypes, and Automatic Phrasing**
 - **Syntactic Selection: The Impact of Threats, Hostile Joking and Sarcasm, and Hostile Questioning on Managing Conflict**
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2 Problem Orientation

- **Identifying the Problem**
- **Proposing Solutions**
- **Assessing Solutions**

3. Spontaneity

4. Empathy

5. Equality

6. Provisionalism



Nonverbal Communication Strategies for Conflict Management

Types of Nonverbal Communication

- **Appearance**
- **Kinesics**
- **Oculesics**
- **Haptics**
- **Proxemics**

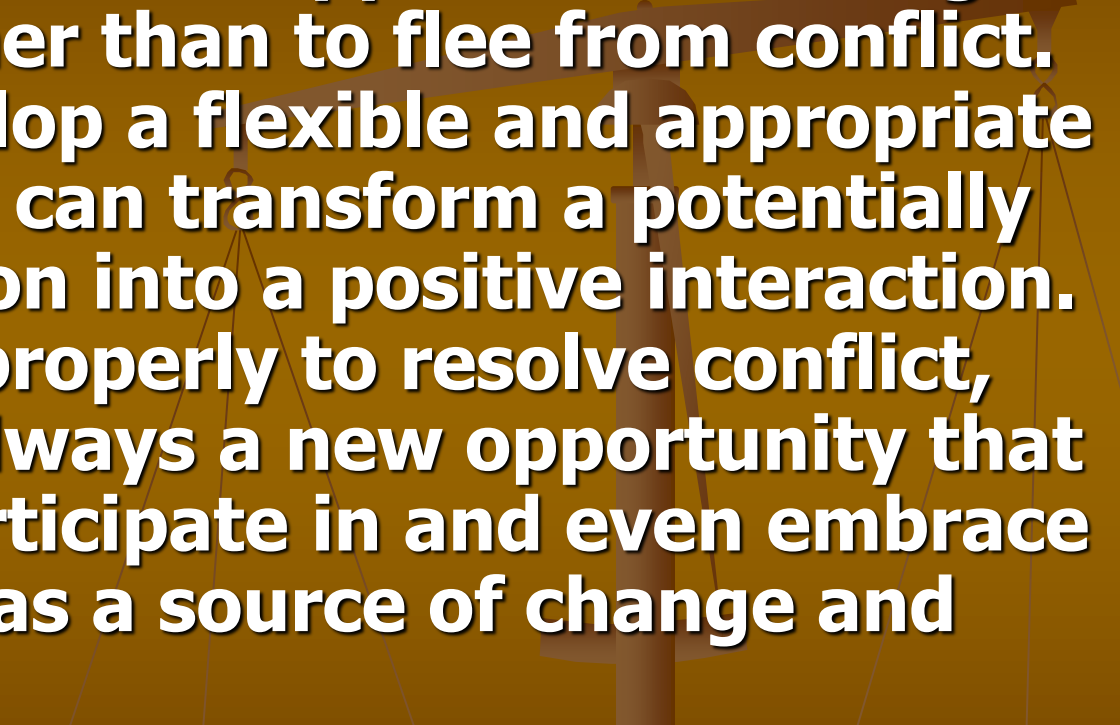


Conflict Handling Styles

- **Avoiding Style**
- **Forcing Style**
- **Accommodating Style**
- **Collaborative Style**
- **Compromising Style**



Conclusion

- **The communication skills approach encourages people to face rather than to flee from conflict. The ability to develop a flexible and appropriate attitude to conflict can transform a potentially destructive situation into a positive interaction. If we understand properly to resolve conflict, this will open up always a new opportunity that will allow us to participate in and even embrace conflict situations as a source of change and growth.**
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■ **Thank you!**

