

Team Work Report in L^AT_EX

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Chapter 1

What is Conflict Management ?

Your goal is to make the conflict happen the better you can. The final result of that conflict should be that every part of the conflict had clearly described what they wanted. Then we arrived in the situation that everyone's wants and needs were respected during the process of resolution.

1.1 Different type of conflict management

1.1.1 Preventative measures

It takes time to use this way, but it sure will be efficient.

- Workplace changes : Reorganise the framework of the place.
- Training staff : Know exactly what everybody has to do.
- Conflict resolution policy : Give to your people access to training in communication.

1.1.2 Alternative dispute resolution

When basic methods don't get success, we need to go deeper in the problem. Make people talk with different people in the way to find an arrangement.

- Informal discussions : Make people in the conflict talk together while you stay impartial. It gives people time to understand each other and to start again on a good basis.
- Mediation : A third person that make people talk in a good environment in the way to solve problems. People calm down and find a good conclusion to fix the situation.
- Conciliation : A third person who makes people talk and decide for them what they should do in order to fix the solution.
- Arbitration : It is more official than previous methods. There is lawyers defending each person and an arbitrator to impose a legally-binding settlement.

1.2 Causes of conflict at Work

First of all, it is mostly because of several persons, and not because of just one of them. The goal here is to understand clearly what is the problem and act positively in order to prevent it from happening another time.



1.2.1 Common causes of conflict at work

- Differences in personality
- Differences in styles of working
- Miscommunication or misunderstandings
- Availability of resources
- Level of support
- Poor customer service
- Poorly-organised workplace
- Poor management
- Discrimination, harassment, etc.
- Contract of employment

1.3 Top Tips for Managing Conflict in the Workplace

1. Do a conflict risk assessment
2. Don't ignore it
3. Put in place an 'open door' policy
4. Promote differences
5. Become a mediator
6. Provide support and resources
7. Learn to listen actively
8. Stay calm and in control
9. Attack the problem, not the person
10. Be supportive



Chapter 2

Difference Between Group and Team

When two or more individuals are classed together either by the organization or out of social needs, it is known as a group. On the other hand, a team is the collection of people, who are linked together to achieve a common objective.

2.1 Definition of Group

- Un canard.
- Un mammoth.

2.2 Definition of Team

1. Hey

2.3 Another

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¹Texte de la note.

