

CONFLICT MANAGEMENT

SEMINAR

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CONFLICT MANAGEMENT

- Conflict management is the process of handling and resolving disputes or disagreements that arise within an organization, between individuals, or in any other context. Effective conflict management is essential for maintaining healthy relationships, promoting collaboration, and ensuring a productive and harmonious environment.
- There are various approaches and strategies for managing conflict, and the choice of method depends on the nature of the conflict and the specific circumstances. Here are some key principles and strategies for conflict management

Communication

- Open and honest communication is crucial. Encourage all parties involved to express their concerns, thoughts, and feelings. Actively listen to understand their perspective.



Identify the Source

- Try to pinpoint the root cause of the conflict. Often, conflicts are symptoms of deeper issues, such as miscommunication, differing goals, or personality clashes.



Stay Calm

- Keep emotions in check. Emotional reactions can escalate conflicts. Encourage a calm and respectful tone in all discussions.



STAY CALM

Collaboration

- Promote a collaborative approach where parties work together to find a mutually acceptable solution. Encourage brainstorming and compromise.



CONCLUSION

- Effective conflict management fosters better relationships, promotes collaboration, and ensures a productive, harmonious environment, benefiting individuals and organizations alike.
- "The best way to resolve any problem in the human world is for all sides to sit down and talk." - Dalai Lama

THANK YOU