

Conflict management and decision making

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What is a conflict ? What are the different types of conflict ?

Conflict : **Opposition of interest** with different possible output.

Conflict : **Related to emotion**, not rational
≠ Problem (rational difference between real situation and desired one)

Conflict occurs with the **accumulation of dissatisfaction** or **multiple unsolved problems**.



Different types of conflict, different origins :

- ?
- ?
- ?
- ?
- ?

To answer : app.sli.do/event/joivfrry

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Different types of conflict, different origins :

- Intrapersonal : Individual cognitive or objectives conflict.
- Interpersonal : 2+ individuals who are in opposition on different possible questions.
- Intragroup : Tension arises within a group, affect its proper functioning.
- Intergroups : Disagreements and tensions between groups.
- Organizational : Mainly company's organization conflicts.

What are the advantages of a conflict ?



What are the 5 strong attitudes to manage conflict?

- 1-group work (always talk about us instead of me)
- 2-Respect for others and their feelings .
- 3-I am confident in myself, I am more than my behavior.
- 4-Effective communication: active listening and openness
- 5-Determination to provide common goals and to succeed (think all time win-win)



In a group, what does a good decision depend on ?

$Q < A$

The quality is influenced by subjective criterias of the group
Ex: Determine days off/holiday in a company

Decision = function(Q , A)



Q: decision's quality -> Objective and impersonal.

A: decision's adhesion -> success it is experiencing among the group

$Q > A$

The decision is under the hands of the leader or specialist
Ex: determine selling price of a product

What are the different types of decisions within a group ?

Unanimous decision
Consensus decision
Minority decision
Majority decision
Authority decision
Lack of reaction



conclusion: What are consequences of conflicts

1-rigidity.

2-Due to The rigidity , we will have : waste of time, energy and money .

3- Projects will failed .

4-HR will spend time :meeting to resolve humans problems .

5-The strongest idea takes over; it's not necessarily the best!

6- I recommend to our group ISS : **we** , to be able to manage conflict(inside and outside) in good way in order to take a good decision in competitive time with high performance .



How to handle conflict during the group decision making process ?