

## **Conflict management**

Success and failure of team depends on the leader, so it is necessary to all team members work with coordination and give their full efforts. It is tough task for the leaders to get work from free riders and also to solve conflicts among the members.

## **Conflict**

- For proper conflict management it is necessary to listen to both the party's viewpoint and reason for conflict, reaching to decision without listening properly to both parties viewpoint will not result in proper resolving of the problem.
- Leader should always try to be fair while resolving the problem as partial decision will bring a negative image of the leader.
- Warning must be given to the person who is found guilty of doing some mistake or if he is the main cause of the conflict.
- If such conflicts continue it is better to transfer the persons to different team.
- Leader must always try to search for a mutually agreeable situation.

## **Free riders**

- Firstly the leader has to properly identify the free rider and make him understand the situation and try to make him understand, care must be taken other team members must not come to know about what is happening so that the person does not feel embarrassing.
- Leader must try to understand his problem what problem is he facing because of which he is avoiding work.
- Motivate and help him/her to come out from that problem.
- Train him in proper way so that he learn that skill if does not have that skill.
- Also even after same situation continues strict action can be taken but before this type of situation must be handled carefully.
- Also the person must be noted from beforehand the consequence of not working properly even after given chance.
- If one of the team member is allowed to be free rider it will bring negative impact on other team members also so it is necessary to identify such person and solve their problem as soon as possible.