CONFLICT MANAGEMENT IN LARGE TEAMS

New England College

Capstone Project

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CHAPTER 1

CONFLICT MANAGEMENT IN LARGE TEAMS.

INTRODUCTION

For an organization to run the need of awareness on conflict resolution is very necessary. We can escape from the negative consequences that can result from the clashes is to resolve the disputes the moment they have started. A conflict can arise from so many reasons such as poor management, unfair treatment, unclear job roles, inadequate training, poor communication, poor work environment, lack of equal opportunities, bullying and harassment. Needs and expectations in several places, Disputes at work can regularly be caused when businesses overlook the necessities of representatives or set ridiculous desires. For instance, creating hours that make it hard for representatives to do childcare duties. Values, many people have clear thoughts regarding what they believe is reasonable, and the organization’s plans and arrangements must show this. For instance, giving somebody a reasonable hearing or clarifying the thinking behind their opinion. Workload, there will be times where work environment conflict is caused because individuals feel they are being pushed excessively hard and enmity sets in the event that they feel their workload to perform is unmanageable. Unsolved workplace issues, a worker may request to be moved to another group in view of their superior’s ‘aggressive’ administration style. Leaving that apart, the worker may have different reasons – for instance, they may censure their supervisor for an absence of preparing or profession development. Personality clashes, the difference between character blend inside a group can be stressing when another individual from staff joins or if two partners suddenly drop out. People may react to trouble or challenging circumstances in an unhelpful or inefficient way.

**Personal conflict:**

Individual that have a low degree of imparted esteems to their association experience more significant levels of job conflict. (Teas, 1983) (Schuler, 1977)An association’s way of life influences people’s job pressure. Nonetheless, morals’ relationship to job struggle has once in a while been investigated, especially in promoting. In addition, a few experimental works have connected individual clash with different useless results for the people and the association, for example, doubt, nervousness, strain, work disappointment, high turnover and low occupation execution. (Trevino et al., 1998)

Until this point in time, the moral predecessors of individual clash have infrequently been examined. Minimal experimental research has been done to look at the connections between different moral components and job struggle. Despite the fact that, exploration on close to home clash and business morals are plenteous, the greater part of the past investigations on job struggle and business morals have been led either in the U.S. or on the other hand in Western culture, and little research has been done in different pieces of the world, particularly in Asian continent

“A subset of organizational culture, representing a multidimensional interplay among various formal and informal systems of behavior control that are capable of promoting ethical or unethical behavior” (Trevino et al., 1995 p. 12)

**Intergroup conflict:**

Intergroup conflicts is communicated in numerous forms and in a wide range of settings in all social orders. In associations, ineffectively oversaw contrasts between offices or between groups inside a similar unit can hose spirit, make ill will, and lessen inspiration and efficiency. In people group settings, breaks between intrigue bunches on significant social issues can prompt polarization and threatening vibe, while low-power struggle between ethnic, racial, or religious gatherings discovers articulation in preference, separation, and social activism to diminish imbalance.(Morton Deutsch,2006) At the cultural level, high-power strife between such personality bunches on a more extensive scale can break out into ethnopolitical fighting, which connects with the worldwide network just as neighborhood on-screen characters. By any stretch of the imagination levels of human communication, inadequately dealt with strife among specialists and constituents or among larger parts and minorities can prompt dissatisfaction furthermore, distance on the two sides. Truth be told, any place significant contrasts exist between gatherings, there is the potential for damaging intergroup strife. It is imperative to take note of that damaging intergroup strife is just one significant type of relationship in the more extensive area of intergroup relations, that is, communications among people that happen as far as their gathering distinguishing pieces of proof. The control of intergroup relations is worried about all way of connections among gatherings, including agreeable communications and aggressive ones, too as helpful intergroup strife.

In most progressing intergroup connections in all way of settings, helpful relations exist and strife is dealt with in a pretty much valuable way as per the general inclination of the gatherings in question. In any case, when this doesn’t happen around incongruent objectives or exercises, and the gatherings work to control or baffle each other in ill-disposed and hostile ways, the scene is set for dangerous intergroup struggle to happen. Given that such clashes can be exorbitant to the gatherings required just as the more extensive framework, particularly at the intercommunal and global levels, it is fundamental to get them and to search for methods for overseeing and settling them (Fisher, R.J, 1997)

The essence of intergroup struggle lies in three components:

Practices, and sentiments. An expansive meaning of damaging clash considers it to be a social circumstance wherein there are seen inconsistencies in objectives or values between parties, endeavors by the gatherings to control one another, and opposing sentiments toward one another (Fisher, 1990). Whenever the gatherings are gatherings, people are acting and responding toward individuals from the other gathering as far as their social distinguishing proof with their gathering, which structures a significant piece of their social personality, as opposed to as people. The definition focuses on that contrary qualities independent from anyone else don’t establish struggle, since the gatherings could live in tranquil conjunction. Be that as it may, when there are endeavors to control the other party so as to manage the incompatibility, furthermore, when such associations result in and are ueled by opposing feelings, ruinous conflict exists.

Conflict management team with a strategy of emotional intelligence would be more effective in any organization. (January 2013, Andrea Schlaerth, Nurcan Ensari) A research revealed 29 studies, which included nearly 20 studies showing us 280 effective sizes and involving 5,175 participants, 57% of the participants were men, and 41% held a leadership position, the age range was 17-75 years. There were settings involved in this draw where 56% of organizational settings 35% of these were business settings with employees from public sector are 18%. All of the research showed the effectiveness of conflict management team working with the concept of Emotional intelligence.

**PROBLEM AND SOLUTION**

* The raising conflicts in any organization can reflect to a serios situation like downfall of that entire organization. When anyone working for the company, they should be able manage fulfil their given work or task on time, no matter what the situation is. No one should never let the organization down as it believed in them.
* A conflict is not necessarily destructive, when it arises from anyone, we can actually utilize it and when managed properly, even a conflict can result in benefits for that particular team.

**THESIS STATEMENT**

This research would aim to establish the concept of introducing the conflict resolution team in organizations or industrial sector where the company would be able to utilize the new team to properly utilize the conflict when arise. The conflict resolution team with the concept of Emotional Intelligence would increase the efficiency of the company for up to 15 percent.

By introducing this concept of utilizing the conflict for greater betterment can decrease the differences between team members or people in every organization. That can be done by creating a Conflict Resolution team and introducing them in the organization would resolve the conflict in an efficient way with the concept of Emotional Intelligence. (January 2013, Andrea Schlaerth, Nurcan Ensari)

CHAPTER 2

**LITERATURE REVIEW**

Conflict must be seen by the gatherings to it; regardless of whether a contention exists is a perception issue. In the event that nobody knows about a conflict, at that point it is commonly concurred that no conflict exists

Conflicts can turn out to be really bad, where in some cases people were killed in civil disturbances in Northern Ireland. ( Miguel-Tobal JJ, Cano-Vindel A, 2006) The yearly death rate mounted at 479 out of a population of 1.6 million. deaths and wounds were inconsistent disseminated, with individuals in regular workers urban networks and those living near the Irish outskirt being most in danger. Exercises can be gained from such clash, not just about the administration of single scenes of mental injury yet additionally about the impacts of long haul, savage divisions in the public eye on psychological health.

*“Additional commonalities in the definitions are opposition or incompatibility and Some form of interaction.”* ( The British Journal of Sociology, 1957)

Past research proposes that undertaking conflict may improve group execution under specific conditions; in any case, we think minimal about these particular conditions. Based on earlier theory and research on struggle in teams, we contend that an atmosphere of psychological safety is one explicit setting under which errand strife will improve group execution. Utilizing proof from 117 venture groups, the present research found that mental security atmosphere directs the connection between undertaking struggle and execution. (Rubin GJ, Brewin CR, Greenberg N July 2005) In particular, task strife and group execution were emphatically related under states of high psychological safety. The outcomes bolster the end that mental security encourages the presentation advantages of undertaking struggle in groups. Hypothetical implications and proposals for future research are being worked on.

**Cultural Conflicts:**

In a multicultural workplace, cultural orientation alone may not predict choice of strategy, in that situational limitations may likewise contribute. (Francis P. Brew, September 2004)

This examination looks at three instances of situational imperatives in work conflict connections: 1, Deadlines ii, social personality of the other individual same or extraordinary, and iii, work status of the other party prevalent or subordinate. An example of 102 representatives with 49 Australian expatriates , 53 East Asian host-nationals working for five Western associations in Singapore and Bangkok reacted to a factorial study. The outcomes demonstrated that East Asians just oversaw strife more by implication than Australians with bosses, especially a Western unrivaled. Desperation, social personality of the other and the work status of the other were altogether found to direct clash decisions dependent on social forecasts. It was contended that disparity between Western ostracizes and East Asian host-nationals in peace making conduct was basically because of the power-separation measurement, and that union was because of careful modification by exiles and by having comparative ways to deal with time-direction because of globalization.

**Age Conflicts:**

Age has always been playing an important role in the organizational field, with age people deserve respect. As people get older, they have higher Social intelligence they will also be more emotional functioning, because of higher degrees of differentiated emotional experiences and will be better regulation of their emotional status. (Carstensen, Pasupathi M, Mayr, Nesselroade J 2000). Due to emotional functioning they will directly increase the self-awareness and interpersonal skills dimensions. With age they also increase life experience, thereby equipping older individuals with better tools and more constructive approaches to use in a given conflict situation (Luong, Charles, Fingerman K L 2011). Past research considered “40 years of age to be an acceptable cutoff to distinguish between young and old workers because “*it represents the start of career maintenance stage”* (Ng T.W.H., Feldman D.C 2008; Thornton W.J.L. Dumke, 2005.). Conflict management team with Emotional intelligence will work stronger for younger employees than, older employees. (January 2013 Julie Christian)

**Employment Status or job satisfaction conflicts:**

Job satisfaction is a very essential entity for every individual, everyone have an imagination of what to become in future, of the individual has not achieved his aim, he must get satisfaction in their profession what have been conquered.

A research shows the level of employment satisfaction, and aim to remain, and to learn connections among struggle, peace promotion styles, level of job fulfillment, intent to remain, and turnover of expert medical attendants in Thailand. (Wipada kunaviktikul RN, December 2001) The example was 354 expert medical attendants utilized in four provincial emergency clinics in Thailand. The discoveries demonstrated that the general degree of contention was at a moderate level. Most of subjects utilized settlement most often to oversee strife. Subjects were disappointed with compensation however were neither fulfilled nor disappointed with work, supervision, open doors for advancement, co‐workers and the activity when all is said in done aspects of occupation fulfillment. Most subjects had a high expectation to remain in their present employments for 1 year is 97.1% and intention to remain for the following 5 years decreased to 78.5%. The outcome demonstrated a few connections among these factors, yet no connection between the intent to remain and turnover of professional nurses.

**Harassment Conflicts:**

Harassment is one of the disturbing things which is becoming a major nuisance where a small survey conducted on 460 industrial workers, supervisors and managers in Norwegian engineering industry indicated to the aggressions and harassment problems on a weekly basis 7% of the men are subjected to harassment from coworkers or supervisors, it may be either rumors, verbal abuse, hostility etc., to such a level that 22% reported being subjected to these acts on a monthly basis. (Einarsen, Stale 1997) Such acts and such behavior are normal and experienced by most of the people from time to time, they may altogether hinder psychological health and prosperity just as in general employment satisfaction when happening constantly.

A strong focus on male masculinity or a patience testing in people’s ability to tolerate teasing, creating rumors, blunders has characterized the culture of many male industrial organizations (Brodsky 1976, Collinson 1988)

There are so many ways to stop and utilize the conflict

**Talk to each other-** To deal with issues, representatives ought to get together so they can talk without interferences in a protected and favorable condition. At the point when the included gatherings meet, they should each have all that could possibly be needed time to state what they accept the other individual needs to hear. No single gathering ought to command the discussion, and every individual ought to be urged to discuss the contention and how it affects them.

This discussion isn't an ideal opportunity to look for someone else to take the blame. Rather, the emphasis ought to be on the current issue, not on the individual or their sentiment. On the off chance that individuals could maintain a strategic distance from character blackening assaults during clashes, a ton of contentions would be checked from the beginning.

**Getting the clarification-** Approach the other party for explanation in the event that you need it. In case you're not clear on what they're attempting to state, you can request that they rehash the thought and clarify it until it you see their point. Getting explanation can be particularly imperative to ensure you handle the center of their disappointment.

At last, listening is the course to comprehension. Try not to respond to the individual's words or turn off before they're finished. Fight the temptation to design your reaction before they've completed the process of talking. Listen first, at that point talk.

**Getting ourselves to an agreement-** While the purpose of the discussion is to concentrate on the differences, the general purpose of compromise is to touch base at an understanding. All gatherings to the contention should leave the gathering feeling positive instead of negative.

Start by discovering shared conviction. There will without a doubt be cases where the two clashing gatherings can agree on an issue or can identify with one another's perspective. In the event that the contradiction is on the methods, the two gatherings may concur on the end.

By urging the clashing gatherings to search for shared belief, you are urging them to deal with structure a relationship, rather than crushing it. That encourages them assemble trust and science, which eventually improves how well they work with one another.

**Disciplinary action:**

It is commonly acknowledged that independent of preparing, inspirational projects, and the improvement of constructive workplaces, not all staff will perform at adequate levels. (Eugene Hughes, 1992) With an end goal to change conduct, numerous associations endeavor to create formal disciplinary methods that incorporate various conceivable disciplinary activities, with each disciplinary activity recognized as a sensible reaction to characterized levels of inadmissible execution.

Utilizing study information gathered from 177 firemen, relationship between different parts of dispensing control and worker responses are inspected in an exploratory investigation. (Charles R.G, 1987) Results uncover that the loveliness with which disciplinary activity is directed gives off an impression of being the most significant factor in decreasing control's potential for producing enthusiastic responses and crumbling of director/subordinate connections. Likewise, saw suitability of control is identified with how much earlier relations were sure, exactness of manager's analysis of the circumstance, and introduction of a purpose behind order. Discontinuance of focused practices was least clarified by the factors of the investigation recommending that the components that record for powerful conduct change through disciplinary activity are needing recognizable proof. (Charles R.G, 1987)

**Social change:**

Conflict inside and between gatherings in a general public can keep facilities and ongoing relations from continuously ruining inventiveness. (Lewis A. Coser sept., 1957) However, conflict at long last prompted a breakdown of every primitive connection and henceforth to the ascent of another social framework administered by various examples of social changes.

**Ethical Decision making:**

The reasonable exchange crucial the firm is experienced as an abrogating moral case, which is frequently conjured to legitimize possibly morally sketchy choices. In addition, choice points of reference develop which can imply that the choice procedure is skirted or rushed through. (Iain A.D, Andrew Crane, June 2003) The importance of these points of reference, and to be sure, even good power itself, could be effectively formed and built by association individuals to help unique, notwithstanding moving, originations of what is an ethically worthy choice for a reasonable exchange organization to make.

**Group unity:**

A conflict reinforces intragroup solidarity by giving an outlet to amass individuals to talk about and arrange their interests inside the gathering. Without intragroup clash, the strength of the gathering normally decays.

**Reconciliation:**

There will always be two sides for every consequence, reconciliation can also turn good if seen in a positive way. Results from an example of 141 government organization workers demonstrated that fault is positively identified with retribution and negatively identified with reconciliation. (Aquino, Tripp, T.M and Bies, 2001) The unfortunate casualties' very own outright progressive status additionally directed this connection to such an extent that lower, not higher, status workers who accused looked for retribution even more frequently.

**Group co-operation:**

Conflict between gatherings produces intra-bunch solidarity as the contention gives the chance to expanded intra-bunch collaboration while moving in the direction of the gathering's shared objective for the contention's result.

**Share and respect opinion:**

As association individuals cooperate to explain a contention, they are all the more ready to impart their insights with the gathering. Struggle can likewise make individuals effectively tune in to each as they work to achieve the associations' objectives.

**Identify new members:**

Inside associations individuals effectively take an interest in each gathering, appreciate serving on different boards and have a supposition on every subject the gathering examines. There are additionally individuals who apparently contribute little to the gathering and watch more than talk.

**Improve future commission:**

Conflict can unite bunch individuals and help them study one another. From adapting every others' feelings on points pertinent to the association's development to seeing every part's favored correspondence style, a dispute inside an organization can give individuals the apparatuses important to effortlessly illuminate clashes later on.

**Inspire creativity:**

A senior official at a Fortune 500 organization remarked on this reality, saying, "People are either the bridge or the barrier." One of the present essential initiative difficulties is to beaten practices that utmost laborers' contribution. The objective is to make a working environment that motivates imagination and commitment. (Stanley E. James C Brau March 2008) Some association individuals view conflict as an open door for finding imaginative answers for take care of issues. Struggle can motivate individuals to conceptualize thoughts while looking at issues from different points of view.

There are several companies which have handled the conflict in such a way that they got better after that conflict. many representatives have horrific experiences about clash in the work environment. The story doesn't end with the executives working with the group to discover an answer yet rather takes a progressively sensational turn with conflict management disappointments.

TK Consulting and Design, a very popular designing company, recently shared a story about a recent experience of cultural-related conflict in the work place, where Takia Lamb is a black woman in the professional workplace and had often been faced with cultural differences that have created challenges in the workplace, she also said that her experiences has shown her that it does not account for all the issues, culture can be a factor to consider when addressing inter-office conflict. (Uncommon league, These 17 companies.,) In her article at ‘Spendefy’, Lamb entreats readers to add social competency preparing to workplaces and give representatives the space they have to hold meaningful and important discussions. Without this, you could loose or isolate your best representatives essentially in light of social contrasts

iOffice constructive floor planning company, account manager George Rogers experienced the complaints of workload where what steps can a facilities manager can take to alleviate the problem, Not all issues will be illuminated with a fast gathering or an accomplished mediator. In some cases, characters conflict and representatives get disappointed, however you can work to make a constructive workplace for two individuals regardless of whether they don't get along.

**CHAPTER 3: Approach and Methodology**

The idea of setting-up a Conflict resolution team in a company should prove the importance of having it. It should satisfy few parameters to prove that it’s worth. Such as cost to establish it and develop a department which also includes hiring staff especially, who are qualified to control and utilize a conflict. Although there are some forms of strategies available to control the conflict, like Human Resource Officer (HR), the strategies they use to control the conflict are not giving the out-put what a conflict management team can give.

Conflict resolution team can be installed in the head quarters and can also be deployed when it its necessary to go to other office branches.

In addition, analysis must be performed to determine if companies or organizations can utilize the performance of conflict resolution team. After all, what are benefits of offering this team into a company? For that we should investigate with the stakeholders.

**Company:**

If the recommendations of company’s standards and permissions to establish the conflict resolution team, each and every department would need to issue their employees information to identify the needs and steps to react when a conflict arises. The steps to do so would be similar to the steps the company took while installing any other department and may also require some additional staff to gather the information that the providers of company cannot share. Once the conflict management team is introduced, employees and head of the departments should agree with the terms and conditions of the new installment of the conflict resolution team. This may result in the need of additional office staff since the office is adding responsibilities to the department, that never existed before.

**Employees who are already working in the company:**

The real stakeholders in any business is its representatives. These workers might be of any unit and may do administrative, supervisory or different departments. Employees, who are already working, must know the importance of the conflict resolution team, as conflict resolution team is for the betterment of the people working, they should be given time to determine their problems. The emotional intelligence will play a vital role, where every employee who is suffering with any other individual by either harassment or bullying or rumors would actually plan to share the information with the conflict resolution team. Which will help the conflict resolution team to asses the problem with in time.

**Employees who have to be hired to work in new conflict resolution team:**

The new employees who are hired in the conflict resolution team are to be worked by contracting with the company’s norms, so that they work with full determination. The conflict resolution team would likely add the staff and office in the company’s branch or the branch of company’s headquarters (HQ). additional staff may include, a head of the department, observing team, receiving team in the structure of the organizations. This could also help with the problem of unemployment, as this idea creates more job opportunities.

**Approach and Methodology**

In an order to identify whether this establishment of introducing the department of conflict resolution in to any organization, a qualitative research is required. A primary research and a qualitative research would show us the detailed view of how necessary it would be for an organization to create this department. A primary research would review the cases and affects of the intergroup relationships and causes and reasons of conflict. Through primary research will review the no of visits done by individual to the HR department to convey their problem or conflict. Qualitative research will include a survey to measure the interests of employees of any organizations to check their interests in utilizing the concept of conflict resolution team to share their problems occurred in their office.

An essential research would survey the cases and influences of the intergroup connections and causes and reasons of contention. Through essential research will survey the no of visits done by individual to the HR division to pass on their concern or strife. Subjective research will incorporate a review to gauge the interests of workers of any associations to check their interests in using the idea of compromise group to share their issues happened in their office. An essential research and a subjective research would demonstrate to us the itemized perspective on how fundamental it would be for an association to make this office.

**Research Design.**

Because a conflict resolution team would have to be installed in a office, utilizing the data provided by the HR department regarding the previous disputes, the detailed information of all the disturbances in the office can be taken out and briefed-out.

1. Obtain an office in India in any location for our sample collection. To gather the important information of the employees, their ages, employee’s experiences, employee’s determination to work in office, employee’s records in office, annual income, achievements etc., of all they workers in the office. A staff member will be assigned to gather all the information from the office HR department.
2. A team of 4 to 5 employees should be hired to work in the conflict resolution team, the team will be hired by the researcher, the team should have their background qualification to be profound in resolving conflicts.
3. The team will be trained for at-least 20 days by a professional conflict controller because they should also learn how to utilize the conflict.
4. From that sample, we can filter the employees who are known for their work, who are known for their well behavior, who are known for their dedication to work etc., Information of CEO or owners are not required.
5. With the rest of the employees list is further analyzed and stored as that data will be useful for the future conflict solutions and betterments.
6. The expected results from the analysis would show that the people who are enlisted would be observed in their behavior, respecting other co-workers etc., The assumption is that these members might create the differences in the healthy office atmosphere. Even though there are a lot of things to keep them occupied, some behavior will affect some others day, which ultimately affects the office and its flow. If it comes out true, then the conflict resolution team would be a perfect solution and a remedy to cure the organization and put it again on the healthy track.

**Qualitative Research Design.**

Using the primary research data, identify few offices and pick a sample of 20 employees for the survey. We can reach the members through email address or spreading pamphlets, knowing their opinion through telephonic. It would be a better option to reach them through telephone or emails, because of the data can be saved as a proof. There 20 members will be asked with the following questions:

1. Have you ever seen a conflict arising in your office?
2. Have you ever tried to stop it personally?
3. What are the steps your office staff take to control the conflict?
4. The steps taken by the staff are effective?
5. What disturbance did the conflict created in the office atmosphere?
6. Would you prefer to utilize the conflict for the betterment of your office or just control the conflict?

The survey results will then be summarized and the expected results from the survey would show the majority of the employees would recommend to establish the conflict resolution team in their office.

**Ethical Considerations**

Due to the sensitivity involved in this survey, there should not be any leak in information of conflicts as everyone have their own personal problems. All the data should be collected and the people should be observed thoroughly. A dignified approach is mandatory because the department itself should not create any argument. The data collected and obtained shall not be imprinted to the other organizations as it can also have a negative consequence.

**Implications.**

The survey should give the expected results and if it does, it can be implemented in every organization which have a hectic work curriculum. Because if there is disturbance in work there are chances for more conflicts. If there are more disturbances in the employees there will be more conflicts arising. For the developing countries like India this can be a revolutionary thought, because, according to the survey, there are so many companies which are need for the conflict resolution department

**Conclusion**

After the conclusion of the courseI would like to highlight my paper in the industrial field to implement the conflict resolution department. I have experienced some troubles I while working in India and I did not find a proper platform to express my problems, so I have come up with this idea. I hope that this idea is going to create the importance of understanding employees and their problems.

**CHAPTER 4: STRATEGIC PLAN.**

In the present business condition, workplace conflict is a critical issue. Research in the peace promotion control says that contention in the working environment is on the ascent and will keep on going up; in any case, many leaders and administrators are not completely aware of structures and procedures accessible to oversee it. Peace making impacts singular prosperity, bunch execution and authoritative adequacy. Although still broadly thought to be problematic, clash, when overseen suitably, has been found to make cooperation inside and between associations compelling. In any case, authoritative individuals frequently have focused connections and directions to managing struggle that lead to strife evasion and heightening, approaches that damage decision‐making and relational bonds.

Adding conflict resolution team would benefit the company and can also improve the performance of the employees. By providing the benefits of understanding the colleagues in the workplace. The main goal of this project is to prove that conflict resolution team would decrease the effect of a conflict in a negative way, but to utilize the conflict for the betterment of the organization, when it arises. Please see the SWOT analysis in the appendix provided below.

**Goals**

1. The project if started on 10/6/2019 will be completed in a span of two month.
2. After assuming the results of the project as positive which the benefits to the organization, a request letter of establishing the conflict resolution team with the concept of emotional intelligence will be sent to the recommended organizations.
3. To create the awareness of utilizing the conflict.
4. To create the employment opportunity.

|  |  |  |
| --- | --- | --- |
| Due Date | Task | Responsible stakeholder |
| 10/5/2019 | Creating a team, who are having a good consistency on controlling the conflict.  (This team contains 5 people who will be given $30 per hour which is $3360 while training and $50 per hour while working which is $10,000) | Researcher |
| 10/8/2019 | Train the team. | Professional conflict controller  (one person to train 5 employees $85 per hour $9520 for 20 days) |
| 10/28/2019 | Introducing them into the organization to practice the conflict resolution techniques. | Researcher |
| 11/17/2019 | Gather the information of employees who are subjected to the conflicts arise. | Conflict resolution team |
| 11/18/2019 | After the success of Conflict resolution team in that particular organization. | Conflict resolution team and researcher. |
| 11/19/2019 | Identify a set of 20 people for the survey. Taking the contact information, telephone number or email ID or both. | Researcher and marketing team |
| 11/21/2019 | Mailing them the questions or asking them the questions and note down their answers through telephonic calls.  Note: all the information gathered should be confidential. | Researcher and marketing team |
| 11/27/2019 | Gathered information shall now be analyzed. | Researcher and Conflict resolution team |
| 12/5/2019 | Briefing the success of the analyzed content supporting a way to establish conflict resolution team. | Researcher |
| 12/6/2019 | With the help of the gathered information, create the awareness of conflict resolution team in the market. | Researcher and Conflict resolution team. |

The total budget for this research comes to around $22,880.

**Evaluation plan – Short term and long term.**

Assuming the results of the research will be supporting the recommendation of installing the conflict resolution team with concept of emotional intelligence. The evaluation for the of implementation of the team have shown a budget of $22,880 in the beginning, In the short term the evaluation might seem costlier, but in the long term the cost may get reduced and the impact created by the team will eventually show the benefits of establishing it. After all, having a healthy atmosphere in the office is all it is required for the employees to feel to work more than the average.

**Conclusion**

Basing the primary research, qualitative research and the literature review, the data we retrieved from the research shows the effectiveness of establishing it, and they also prove that having a conflict resolution team would be more beneficial than the ordinary office. It might seem a costly service, but in the long run, it would be more effective in creating a more efficient employees. Which will increase the value of the company and will decrease the cost of hiring new employees.

**SWOT Analysis**

|  |  |
| --- | --- |
| **STRENGTHS**   * Conflicts are easily solved. * Conflict solving and utilizing it is a very useful thing for the company. * After the training of the team they are economical. | **WEAKNESS**   * Conflicts are sensitive matters to deal. * Conflicts should be handled carefully. |
| **OPPORTUNITIES**   * Job opportunities are increased. * More awareness about the conflict resolution will be created. | **THREATS**   * Conflict can turn into any direction. * It can potentially turn into the conflict resolution team, so have to be handled smoothly. |

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