

Letter to Management

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Dear Caron Elferink,

I hope this letter finds you well. I am writing to bring to your attention some observations and concerns regarding potential sources of conflict within our team and to propose strategies for managing and resolving these conflicts effectively.

a. Possible Sources of Conflict: One of the main sources of conflict within our team stems from the perceptions and assumptions held by team members. These perceptions, often based on past experiences, cultural backgrounds, and personal biases, can lead to misunderstandings, miscommunication, and ultimately conflict. For example, differing opinions on work methods or approaches may be perceived as a personal attack, leading to tension and discord within the team.

b. Characteristics of Conflict: Conflict within the team can have both positive and negative characteristics. On the positive side, it can stimulate creativity, encourage open dialogue, and lead to innovative solutions to problems. However, if left unresolved, conflict can escalate, causing stress, resentment, and a decline in team morale and productivity.

c. Organisational and Business Conflict Modes: In our organization, conflicts can arise due to differences in goals, priorities, or resources. These conflicts may manifest in various forms, such as interpersonal conflicts between team members or structural conflicts stemming from organizational policies or procedures.

d. Steps to Manage and Resolve Conflict: To effectively manage and resolve conflicts, it is essential to:

- Promote open communication and active listening to understand the underlying causes of conflict.
- Encourage empathy and perspective-taking to foster mutual understanding and respect among team members.
- Implement conflict resolution techniques such as mediation or negotiation to address differences constructively.
- Refer to organizational policies and procedures for guidance on resolving conflicts, including the escalation process and legal options if necessary.

e. Recommended Strategy for Conflict Resolution: Based on our observations, I recommend adopting a proactive approach to conflict resolution, focusing on:

- Implementing regular team-building activities to foster trust and cohesion among team members.
- Providing training on conflict resolution skills to equip team members with the tools necessary to address conflicts effectively.
- Establishing clear communication channels and protocols for resolving conflicts in a timely and transparent manner.
- Encouraging a culture of collaboration and problem-solving, where conflicts are viewed as opportunities for growth and learning.