

Lecture 5 – Conflict management

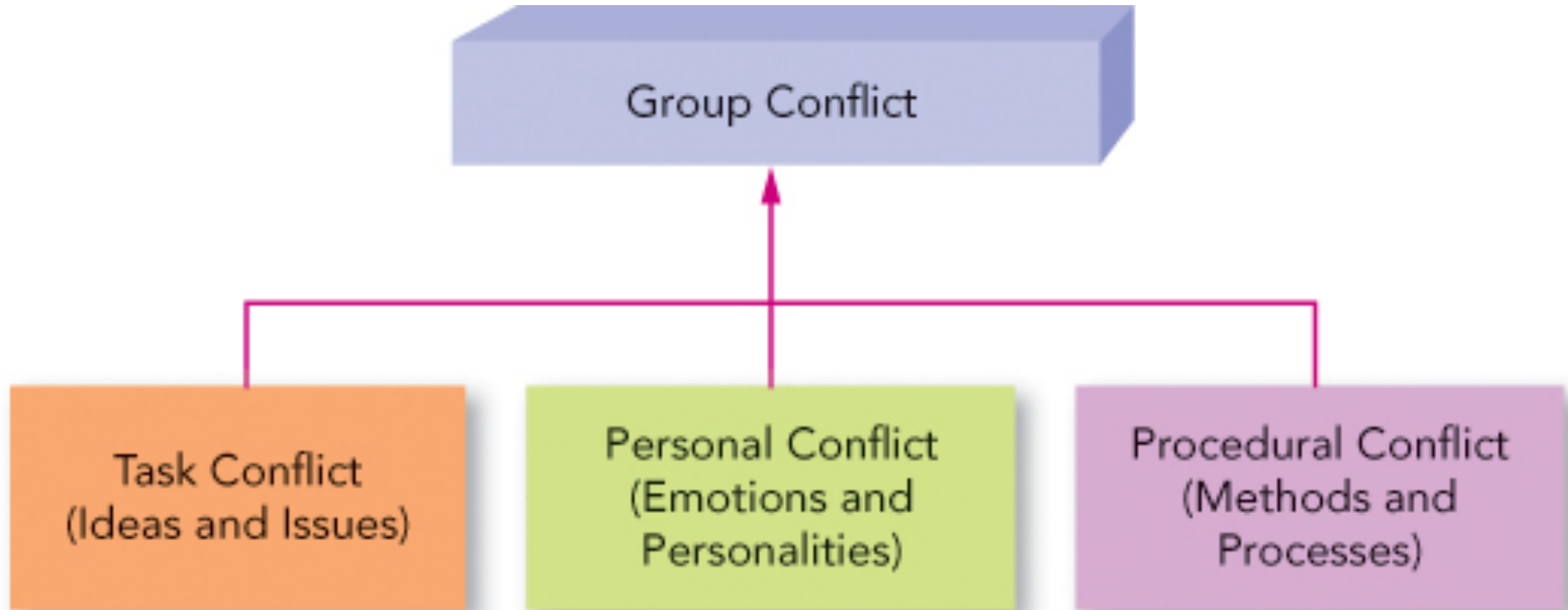
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1. Sources of conflict
2. Effects of conflict in organizations
3. How to resolve conflicts
4. How to prevent conflicts

1. Sources of conflicts



Conflict in Groups

- Task Conflict
- Personal Conflict
- Procedural Conflict

General causes of conflicts

- Poorly defined goals
- Divergent personal values
- Lack of cooperation/trust
- Competition of scarce resources
- Unclear roles/lack of job description

2. Effects of conflict in organizations

- Stress
- Absenteeism
- Staff turnover
- De-motivation
- Non-productivity
- Others

Choosing a Conflict Style

Criteria for Selecting a Conflict Style:

- How important is the issue to you?
- How important is the issue to other members?
- How important is it to maintain positive relationships with group members?
- How much time does the group have?
- How fully do group members trust one another?





- What are the key points in conflict management?

3. How to resolve conflicts

- Assure privacy
- Empathize than sympathize
- Listen actively
- Maintain equity
- Focus on issue, not on personality
- Avoid blame
- Identify key theme
- Encourage feedback
- Identify alternate solutions
- Give your positive feedback
- Agree on an action plan

4. How to prevent conflicts

- Frequent meeting of your team
- Allow your team to express openly
- Sharing objectives
- Having a clear and detailed job description
- Distributing task fairly
- Never criticize team members publicly
- Always be fair and just with your team
- Being a role model

- Game 1: Gỡ rối tơ lòng



As simple as possible; be sensitive to find the key

- Clip 1: Conflict management - Hunger Games



Focusing on benefits brought to counterparts

- Clip 2: Conflict management funny



the importance of mutual trust

Game 2: Others



Conclusion

- Conflict is unavoidable
- Complexity of organizational relationship
- Conflict is a healthy sign not a negative process

Lecture 5 – The end

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