**Define and demonstrate conflict management and resolution strategies.**

**The Relative Nature of Conflict and Its Resolution**

The way we manage conflict is influenced by our personality and background. Consider it this way: It's very typical in some houses to walk away from a quarrel and never bring it up again. Some families settle their difficulties with theatrical flair, while others examine matters sensibly until a solution is found.

Consider a team of three people who were each reared in one of these situations. One will walk away, another will attempt to converse, and the third will likely raise her voice and grow upset. Each believes they are managing disagreement in a typical manner and finds the other two coworkers' behaviour strange. The definition of conflict management is an endeavour to get everyone on the same page using a strategy for dealing with challenging situations. However, in order for these strategies to work, each employee must be taught in the process so that everyone is on the same page.

**Understanding Your Team's Makeup**

The first technique for conflict resolution is to hold a team meeting to address conflict resolution before an issue arises. While workplace disputes can arise between workers and top management or between employees and customers, the majority of workplace disagreements arise between employees who spend the majority of their time together. Ask everyone to consider how they feel most at ease dealing with disagreement in their everyday life. It's possible that common ground already exists.

**Five common conflict resolution behaviors are:**

1. Avoidance
2. Competition
3. Accommodation
4. Compromise
5. Collaboration

**Avoiding the Conflict**

Avoidance entails walking away from a confrontation and doing nothing that may be construed as upsetting the boat. This gives the individual a sense of security, but it does not fix the problem. If nothing is done, the situation will only become worse.

One individual may take up the slack of a coworker who avoids conflict in a team context, which can lead to dissatisfaction and resentment. When a crisis emerges and everyone on the team has an avoidance tactic, production suffers because no one wants to stand up to the plate.

Because they'd rather agree with someone to settle the disagreement, it's easier for someone who leans towards this conflict resolution approach to accommodate another person's preferences. However, their requirements are not addressed in this manner, which is unfortunate.

**Competing to Win Conflicts**

Some people see conflict as an opportunity to succeed. They have little interest in making concessions, cooperating, or avoiding conflict. They demand their way and aren't scared to express themselves.

A competitive attitude towards dispute in a team setting can readily devolve into bullying. It can also produce dissatisfaction among coworkers who do not believe their opinions are valued. As irritation grows, coworkers may take a competitive approach to dispute resolution, exacerbating the situation.

Although deciding on a compromise might still require a power struggle, it is the only alternative that permits someone with this perspective to prevail.

**Accommodating the Other Person**

Even if team members aren't scared to speak through problems, they may never have any requests of their own. Instead, they bend over themselves to meet the expectations of the opposing party and resolve the problem.

An accommodating dispute resolution method does not enable all points of view or facts to be presented. People who are accommodating are prone to concealing or downplaying their frustrations. This can lead to irritation and the expectation that pushy coworkers will always get their way.

In order to progress towards collaboration, accommodating persons should be encouraged to express their demands during dispute resolution sessions.

**Compromising During Conflicts**

A compromise dispute resolution method seeks to reach a mutually acceptable solution. No one gets all they want because everyone works together. Instead, each team member makes a personal sacrifice to ensure that everyone receives a tiny gift.

Compromise appears to be a good idea at first, but a fair solution is not necessarily a good answer. This dispute resolution technique remains overly competitive and overlooks an important point: what does each individual require? Collaboration comes into play in this situation.

**Collaborating to Find a Solution**

Collaboration enhances each team member's assertiveness and collaboration qualities. Everyone expresses their wants, and after the entire picture has been created, the team works together to do whatever it takes to satisfy everyone's demands to the greatest extent feasible. Everyone is satisfied.

Collaboration may not always be feasible, but it is something to strive towards. Misunderstandings and poor communication are the root of many confrontations. A truly collaborative atmosphere is created when everyone on the team is ready to communicate their requirements and assist satisfy the needs of others.

**Coaching Your Team Toward Collaboration**

After you've gotten your team together and figured out what type of dispute resolution strategy each individual prefers, you can give them specific advice on how to communicate at work. Some members of the team may need to be more forceful, while others may need to cooperate more. You may support people through the process by acting as a mediator in the early stages.

In theory, each party to the issue expresses their requirements. They then come up with a solution that fits those requirements. It's time to put the resolution into action after all sides agree on it. With time, your staff will feel confident enough in the process to manage it on their own, requiring your assistance only when necessary.

In actuality, though, the procedure is not simple. Real people are emotional, and real life is messy. Set some ground rules to ensure that dispute resolution meetings stay focused and don't devolve into finger-pointing.

**Ground Rules for Conflict Resolution Techniques**

Allow your team to participate in this process with some liberty by enabling them to contribute to the ground rules. It doesn't have to be a large list, but it should include what coworkers anticipate from each other in the event of a crisis. Set things up in advance, before anyone loses their cool over a disagreement.

For example, instead of "you" or "them," which usually precedes a confession of blame, "I" language is encouraged for conflict resolution. Instead, focusing on expressing "I" allows team members to take responsibility of the problem and focus on what they can do to solve it. Another ground rule may be to simply discuss the current situation and not to bring up previous instances of comparable issues. This

**The Manager's Role in Conflict Resolution**

Although you should teach your staff to handle conflict according to the company or team's norms, you play a critical role as a manager in preventing and resolving conflict. Have you ever thought that you may unintentionally cause friction among your coworkers? Giving clear directions and ensuring that your staff knows your expectations are the first steps towards success. When giving duties, be as clear as possible, addressing the who, what, when, where, why, and how. When you do, be careful not to step into micromanagement area.

Master the art of active listening. Listen with the intention of understanding rather than responding, and show the speaker that you are paying attention and following along through your body language. Maintain your team's respect by remaining professional and neutral in all of your interactions. Individual meetings should be avoided. There are no concerns regarding special treatment behind closed doors after group sessions.

Pick up the phone if you're worried that someone could misinterpret your message or tone in an email. Fix it if you're setting unrealistic deadlines and creating a bottleneck. You may not realise you've contributed to an issue until you're mediating a conflict resolution session; in that case, stand up and voice your personal demands, and become an active participant in the cooperation session. If necessary, bring in another person to act as a mediator, since this will demonstrate your honesty and win your team's respect.

**Know When to Take a Break**

Before they can get together, obey the ground rules, and collaborate to get things done, everyone needs to take a break. If you see that emotions are running high, propose that everyone take a 10-minute break before starting the conflict resolution session to blow off steam. Nerves can be calmed by taking a quick walk outside, spending some alone time listening to music, or using deep breathing methods.

It can also be beneficial to urge individuals to reply slowly in the present. Allow everyone a chance to speak without being interrupted. This allows individuals to collect their thoughts and reply thoughtfully, rather than reflexively, to what has been stated. It also keeps a dominant personality from taking over the session.

Finally, if you find yourself spending an excessive amount of time settling arguments, particularly ones involving the same people, you may need to seek assistance. You might talk with a conflict management coach or someone higher up in the firm who has more conflict resolution expertise. However, no matter how hard you try to resolve problems, you may occasionally find yourself attempting to fit a square peg into a round hole. For an employee who can't get along with a current team member, a position on a different team within the organisation can be a better fit.

**Reference:**

https://smallbusiness.chron.com/effective-communication-conflict-resolution-3163.html