Conflict Management

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Conflict management is one of the most important aspect in professional work life because conflicts are unavoidable. Peoples have different point of views towards the same things, they have variable mindset due to variety of background. Due to this conflict management get necessary and important ingredient to achieve the the team goals and to increase productivity in work.

The root causes of conflict are needs, values, pressures, perception, styles, policies of an individual or group. Words said by someone plays very important role in conflict generation. They can boost the conflict or diffuse the conflict. Words such as you never.., I told you.., whatever.., I never.. etc instigate the conflict on the other hand words like one option is.., let me explain.., etc can diffuse the conflict. Generally, conflicts are taken in other way, most of the peoples thinks conflicts are bad but there are positive sides of conflict also like sharing opinions, learning from others etc. It can help to raise and address problems that are need to be corrected and the organization can benefit from that.

Conflict management is necessary and it leads to better collaboration, better work-life relationships, better productivity, motivation, excitement and trust among the colleges. There is Thomas-Kilmann theory which states/describes state of someone in conflicting situation. The conflicts can be functional as well as dysfunctional. Functional conflicts works towards goal of an organization, they are constructive and they also stretches innovative ideas and information. On the other side dysfunctional conflicts are bad as they block from reaching the goal, give rise to tension and can hamper the momentum of team.

To minimize the conflicts in workspace, manager can get feedback from all employees and give proper input to them. Manager can ask about employee accomplishment, challenges and issues. Develop procedures and routine tasks to minimize the same. As a team member one should remain calm in conflicting situation, let take the other persons point of view and give feedback constructively i.e. in positive way. As mentioned earlier words have a great power use them wisely. If situation gets verbally abusive, then things should be stopped at that point itself. In conflicting situation, if you are wrong admit it as soon as possible before it gets a big issue.

In conclusion, I would say conflicts are not bad. Take them in positive manner, understand each others point of view and at the end you will learn a lot from them.

Thank you!