Branch Name = Computer Science
& Engineering
Course Name = BCA
Name of Unit = conflict & Stress Management
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Summary

Unit - 5

=> Problem solving is the act of defining a problem ; determining the cause of problem ; identifying , prioritizing , and selecting alternatives for a solution, and implementing a solution.

=> **The problem solving Process**

It includes 4 steps , there are :-
1. Define the problem
2. Generate alternative solution
3. Evaluate and select an alternative
4. Implement and follow up on situation.

★ **Conflict Resolution**

Conflict Resolution is the process by which two or more parties reach a peaceful resolution to a dispute.

=> **The conflict Resolution process**

The resolution of conflict in the workplace typically involves some or all of the following process:

1. Recognition by parties involved.
2. Mutual aggreement to address the issue.
3. An effort to understand the prespective
4. Identifying changes in attitude, behavior.
5. Recognition triggers to episode of conflic.
6. Interventions by third parties.
7. A willingness by one or both parties to compromise.
8. Agreement on a plan to address differences.
9. Monitoring the impact of any agreements for change.
10. Disciplining or torminating employees

who resist efforts to defuse conflicts.

⇒ Types of Conflict Resolution Skills

- Articulate
- Candor
- Delegation
- Fair
- Leadership
- Management
- Sociable
- Problem solving
- Stress - Management

- Balanced Approach
- Decisive
- Fact - Based
- Firm
- Manages Emotion
- Negotiating
- Voices opinions
- Self - Contol

★ Decision Making Skills
These Skill show your proficiency in choosing between two or more alternatives.
Some of decision-making Skills are :-

- Problem- Solving
- Leadership
- Reasoning
- Intution
- Teamwork

- Emotional Intelligence
- Creativity
- Time management
- Organization

★ <u>Time Management Skills</u>

These skills are those that help you use your time effectively and achieve desired results.

Some of skills related to time management include :-

- organisation
- Prioritsation
- goal setting
- Communication
- Planning
- Delegation
- Stress Management
- Flexibility

★ <u>Leadership Skills</u>

These are the skills you use when organising other people to reach a shared goal.

Some example of skills that make a strong leader include :

- Patience
- Active listening
- Empathy
- Reliability
- Dependability
- Creativity
- Positivity
- Effective feedback
- Team building
- Flexibility.

★ Team Work

Team work involves a set of interdependent activities performed by individuals who collaborate toward a common goal.

=> **Benefits of teamwork**

1. Greater synergy
2. Support a more empowered way of working.
3. Promotes flatter and leaner structures.
4. Encourages multi-disciplinary work.
5. Fosters flexibility and responiveness
6. Promotes the sense of achievement.
7. When managed properly, teamwork is a better way to work.