A STUDY ON CONFICT MANAGEMENT AT WORK PLACE

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Abstract: **This paper is a review on conflicts management and conflicts resolution in the organization. Conflict management is very important in the organization. In business and industry, the conflicts management is discovering the need for organization and to meet the work force and goal. The main aim of this study is to know the conflicts management stratiges in industries and analyse the effect of the conflict between employee and employer.**

Keywords: **conflicts Management, work place conflicts, conflicts resolution.**

Introduction

Organisational conflict often results when there is disagreement between two or more individuals in an organization. Conflict is usually based a difference over goals objectives or expectations between individuals or groups. Managers should understand and apply various conflict management technique and conflict resolution. There are five strategy in conflict management are Avoiding, compromising, competing and accommodating in the organization.

Definitions

"Conflict is state of opposition, disagreement or incompatibility between two or more people or groups of people".

Objectives

1.   To study on conflict management in the organization.
2.   To determine the effect of work place conflict management on organization.
3.   To measure the impact of conflicts on work performance.
4.   To access the conflict management strategies adopted in the organization.

Literature of review

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Levels and types of conflict

Level of conflict	Types of conflict
Organization	Within & between organization
Group	Within & between group
Individual	Within & between individual

Organizational conflicts

1. Status related

➢   Between top level to middle level.
➢   Between middle to lower level.

2. functional conflicts

➢   Various department in an organization

3. Hierarchical conflicts

Group conflict

Intragroup conflict:

➢   Conflicts among members of a group.
➢   Early stages of group development.
➢   Ways of doing tasks or reaching group's goals.

Intergroup conflicts:

➢   Between two or more groups

Individual conflicts

Intrapersonal conflicts:

➢   Between two or more people a difference in views about what should be done
➢   Difference in orientation to work and time in different parts of an organization

Interpersonal conflict:

➢   Occurs within an individual
➢   Threat to a person's values
➢   Multiple and contradictory sources of socialization

Types of strategy

Accommodating:

Accommodating is unassertive and cooperative the complete opposite of competing. When accommodating, the individual neglects his own concern of the other person; there is an element of self-sacrifice in this mode.

Avoiding

The avoidance strategy seeks to put off conflict identify.

Collaborating

The collaborating style is an excellent way to merge insights from people with different perspective on a problem, and the results can be a strong commitment to the solution from each side.

Compromising

A person who typically uses a compromising conflict style attempts to balance the needs of both or sides in an organization.

Competing

Competing operates as a zero-sum game, in which one side wins and other losses.

Advantages of conflict management

1. Reduces costs

➢   It enhances the ability to make better business decision

2. Increased productivity

➢   It improves the quality of decision making under stress and reduces the amount of re- work required.
➢   A more cohesive workforce reduces absenteeism and presenters.

3. Retain your top performers

➢ It helps to strengthen supervisory relationships
➢ It keeps your teams engaged and openly communicating with each other.
➢ Empowers your people to make a positive difference

4. Manage risk

➢ Prevents aggression, violence, sabotage and vandalism amongst disgruntled staff
➢ Mitigates legal risks

Dis advantage of conflict management

➢ Leads to avoidance behaviour
➢ Leads to withholding of information
➢ Threatens individual
➢ Causes cynicism and reduced communication

How to manage the conflicts

1. Avoids feeing or perception that imply the other persons is wrong or needs to change.
2. Comunication a desire to work together to explore a problem or seek a problem.
3. Treats other team members with respect and trust.
4. Investigates issues rather than taking sides on them.
5. Identifies with another team member's problems, shares feelings, and accepts the team member's reaction.

Conclusion

Individual person should understand their own personal triggers to better deal with conflict situations in the workplace. Superior and subordinate should learn to resolve the conflict that occur instead of avoiding the conflict and re solution to the organization.

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