

TOP TIPS IN HANDLING CONFLICT.



1. WHAT CAUSES CONFLICT?

- ✔ Misunderstandings
- ✔ Personality clashes
- ✔ Differences in goals
- ✔ Underperformance
- ✔ Differences over approaches
- ✔ Lack of co-operation
- ✔ Frustration
- ✔ Competition for limited resources
- ✔ Non compliance.

2. EFFECTS OF CONFLICT

Conflict can be positive when it:

- ✔ Helps to open up discussion of an issue
- ✔ Results in problems being solved
- ✔ Improves communication between two people
- ✔ Releases emotions that have been stored up
- ✔ Helps people to develop their abilities
- ✔ Non compliance.

Conflict can be negative when it:

- ✘ Diverts people from dealing with the really important issues
- ✘ Creates feeling of dissatisfaction between people
- ✘ Leads to individuals and groups becoming insular and uncooperative.

3. WHAT MANAGERS NEED TO BE ABLE TO DO

- ✔ Understand the nature and causes of conflict at work
- ✔ Apply a wide range of approaches to prevent and resolve conflict situations
- ✔ Proactively manage conflict situations so that they do not escalate
- ✔ Create an environment where potential conflicts can be aired openly.

4. PREVENTING CONFLICT

In all work situations, there will be conflicts that should be avoided, if at all possible. There will also be conflicts which will need handling in such a way that they do not get out of control.

Possible approaches to preventing conflicts include:

1. Recognising and accepting differences between individuals and groups, in terms of values, perceptions, expectations and needs;
2. Being honest with oneself, and with others;
3. Allocating sufficient time and energy to really get to know the people you work with on a regular basis, so that you understand their values, beliefs, etc;
4. Not automatically assuming that you are right and they are wrong;
5. Not feeling defensive if others disagree with your ideas;
6. Listen attentively to what people are really saying;
7. Provide suitable ways in which people can express their feelings about things;
8. Try to ensure that people learn from conflict situations that have been resolved.

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ANSWER THE FOLLOWING QUESTIONS:

In what recent situations have you experienced conflict?

For each situation, how effectively did you handle the conflict?

Looking back, what would you do differently?