

Conflict Management at Organization

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Abstract

A research paper is based on "Conflict management at organization". Conflict is a basic fact of life in group and organization. Conflict happens anytime a person meets opposition toward his goal and objectives. Conflict can be internal -or self-generated conflict, or it can be external -conflict generated can opposing view of other. Organization consists of individual and groups of people having different thinking, perception, attitude, value, status and interest. The effective manager must understand well the causes of conflict and then think of resolving those different strategies in the interest of the organization. The basic purpose of conflict management enhance group outcomes properly managed conflict may result improved group productivity. In the research paper we have discussed conflict management style and source where it's come from. The goal of conflict management is to minimize pessimistic factor and improve positivity and resolve the dispute in question.

Keywords: conflict management, organization, employee.

Introduction

Conflict refers to the existence of that clash. Conflict is a state of discord caused by actual or perceived opposition of needs, values, and interest between people. The result is stress or tension and negative feeling between disputants. Conflict can range from disagreement, or clash, to a fight,

Which may consist of harsh word, or may involve the use of force, armed conflict, or (in societies), war in political terms, "conflict" refers to an ongoing state of hostility between two or more group of people.

According to **Newstrom and Davis**, "Conflict is any situation in which two or more parties feel themselves in opposition. It is an interpersonal process that arises from disagreement over the goals or the methods to accomplish those goals"

According to **Reichers** "Conflict as the perceived incompatibility between one goal, value or need and another goal, value or need."

Conflict Management

Conflict management refers to the long -term management of intractable conflict. It is label for a variety of ways by which people handle grievances - standing up for what they consider to be right and against what they consider being wrong.

Conflict management is not the same as conflict resolution. -Conflict resolution refer to resolving the dispute between one and both parties and the - conflict management -refer- to continuing process that may never have a conclusion.

Managing Conflict

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Managing Conflict in An Organization

There are five step to managing conflict in an organization.

1. Analyze the conflict.
2. Determine management strategy
3. Pre-negotiation
4. Negotiation
5. Post-negotiation

Analyze the Conflict

The first step in managing the conflict is to analyze what the nature and type of conflict.so for this, you'll finds it helpful to ask questions. Answer may come from your own experiences. you can create interview when some of groups are involved.

Determine Management Strategy

Once you have understood of the conflict, so the next step to determine management strategies. In for most cases mandatory to have a neutral facilitator to help move the groups toward consensus.

Conflict management strategies:

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

Pre-Negotiation:

To this stage of pre-negotiation, the following should occur prior to negotiation

1. **Initiation:** one partner raises the possibility of negotiation and begins the process. If no one is

willing to approach the other to encourage them to reach an agreement, a trusted outsider could be brought in as a facilitator.

2. **Assessment:** Conditions must be right for negotiation to be successful. Key players should be identified and invited. Reasonable deadline and sufficient resources to support the effort must exist.

Speakers for each group must be identified and involved. Parties need to determine which issues are negotiable and which are not.

The Research Methodology:

Communication and vertical tensions in public institutions Any sort of organization, even a public institution, is likely to foster competition, rivalry, and disputes between groups and individuals. Even when it comes to internal communication, which, believe it or not, is a little undervalued in Romanian public organizations, there are a variety of communication issues that, in the majority of cases, lead to underlying disputes. I think it's important to remember that internal organizational communication, which is less obvious than external organizational communication in terms of public institutions, has rules that specify its responsibilities and obligations, such as Law No. 544/2001 (<http://www.monitoruloficial.ro/>).

Because staff reductions and organizational restructuring brought on by the economic crisis during the previous two years have been seen as making conflicts of interest worse, I gave the analysis of the different types of conflicts of interest in public institutions some thought. In addition, managers have spent less time communicating with their personnel while performing routine tasks, which has heightened tensions. I will attempt to emphasize the primary tensions that appear vertically as well as potential means of controlling these conflicts by addressing communication issues in light of the methodology of this research and the participants engaged. The new public management should make improving organizational communication one of its major goals.

Research Goals, Section 4.1 pursued research goals: • Outlining the importance of communication in controlling these conflicts; • describing and

analyzing the primary conflict types caused by vertically exhibited internal communication problems in a public entity.

- The approach utilized when possible, I actively participated in my observation, which is defined as "working methodically and purposefully toward the interests and sentiments of the groups examined." It involves the study of man by man; as opposed to the natural sciences' observation of things, and it is a deliberate interaction between two individuals. The following characteristics define the observation method: The subject of the observation, which relies simply on perception, is a very analytical, interpretive procedure that is selective and involves a phenomenon where constitutive elements dissolve. The "now and now," everyday life, and, lastly, interpretive theories of problems are the main points of emphasis.
- The suggestion that conflict may be managed through good communication According to the sorts of conflicts discovered through the research, communication breakdowns are conceivable, if not inevitable, and can be remedied using the following methods:
- The comments receiving precise and accurate feedback regarding the effect of their message on others is arguably the most crucial ability in the process of increasing performance communication. When a communication is sent but not received, it is thought that information is obtained but not truly communicated. Managers must, for instance, encourage employees to express their reactions while also determining whether the message was correctly understood by asking questions and paying attention to demands.
- Both formal and informal communication must be covered by organizational communication. Informal communication may innovate formal communication if it occurs to a degree that does not go beyond what is reasonable, particularly during organizational reorganization. Flows themselves are providing unofficial input. Even though it is encouraged to use techniques that give workers the option of expressing their suggestions and grievances anonymously, a manager who wants to be effective should pay

attention to the crucial aspect of communication, both formal and especially informal communication, maintain constant contact with subordinates, and identify the ways which are needed to be applied for this purpose.

- Making sure communication is clear and succinct seeing reality as it is conveyed while using straightforward language that is appropriate for/adapted to how we communicate and experience things. The supplied data must be pertinent to the communication's context.
- Presenting information as fact the manager's efforts to gain the trust of their staff might be severely hampered by discrepancies between words and actions. Clearing the competing requirements through constant balancing is communication. As a result, communication is crucial to the resolution of any kind of organizational conflict.

Recommendations:

Organizations as social entities are divided into departments according to a hierarchical structure, and people are defined by constant conflicts that show themselves inside this hierarchy. Managers must identify their management arrangements because disagreements may have both advantageous and harmful effects. The mission of the institution requires effective management of organisational conflict. Science managers disregard conflict states that have been "smouldering" for a long time because they believe that they are superfluous and do not set up plans for handling various conflict types. The economic crisis and the reorganisation measures implemented within public institutions appear to have made things worse (Vayrynen, Raimo (ed.), 1991).

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