

Conflict Resolution

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In any society, conflicts are bound to happen because people have their own diverse opinions and ways of doing things. In addition, most individuals come from communities that are unique in so many ways which result in them having complex and dynamic views. Consequently, a competent manager must have appropriate skills to enable his/her team member, who have different opinions, co-operate in their activities. As a noble manager, I will train my successor on various negotiation skills that will enable him/her to resolve conflicts in the organization.

The main purpose of negotiation is always to get a solution that all conflicting parties can agree with, accelerate the process of conflict resolution, and improve work relationships. Negotiation enables individuals to understand the ideas and beliefs of the parties conflicting, which simplifies the process of solving disputes. In addition, it ensures that relationships between his/her opponents and him/her are not negatively affected because the individual is seen as being approachable and empathetic (Ivannevich & Konopaske, 2012). Finally, it promotes peaceful solutions, which in turn make the organization to avoid wasting essential resources such as time and personnel. Therefore, conflicting parties should always negotiate when they have disputes in order for them to be efficient in their activities.

The first step that a person should undertake in resolving conflicts is understanding the problem. Before defining the conflict, an individual cannot have a proper premise for handling the dispute. Understanding of a problem enables a person to evaluate his/her interests and those of his/her opponents, identify the possible outcomes, and determine the legitimacy of the conflict (Ivannevich & Konopaske, 2012). At times, conflicts are due to selfish interests of either party; therefore, understanding their causes will enable a negotiator to determine the most appropriate

ways of resolving them. Finally, the evaluation of the legitimacy of a conflict enables a manager to decide on the party that he/she will side with in order to get a solution for the dispute.

A manager must also learn how to communicate with the opposition. Communicating with the conflicting party enable the negotiating party to learn about the causes of the disputes (Noe, Hollenbeck, Gerhart, & Wright, 2015). Furthermore, it creates a conducive environment for the aggrieved parties to participate in conflict resolution. For there to be proper communication, you should be a good listener, avoid early judgments, be flexible, and be empathetic to all parties. Therefore, through proper communication, an individual can easily find a solution to conflicts that may arise in the organization.

Brainstorming is another method that you may use to resolve conflicts. After properly communicating with all the conflicting parties, an individual always has an idea about the views of each side. In brainstorming, an individual sets up a meeting with a small group of individuals and they all come up with possible solutions for the conflict (Noe, Hollenbeck, Gerhart, & Wright, 2015). Normally, a neutral facilitator coordinates the meeting in order to ensure that views from all sides are considered. This method is appropriate since the conflicting party is involved in finding the solution for the dispute.

In some cases, a manager should determine the best resolution and progressively implement it. In this instances, the manager brainstorms on his/her own or with other competent individuals and identifies the best resolution for the conflict. After finding the best resolution, he/she informs the conflicting parties of his/her conclusions and if there are no valid reasons that should make him/her modify or abandon the resolution, he/she sets a date when it will become operational (Noe, Hollenbeck, Gerhart, & Wright, 2015). This method is fast and appropriate for conflicts that occur from routine procedures in an organization.

The use of a neutral mediator is an important method of resolving conflicts. In some cases, there are no clear guidelines on how certain activities should be carried out in an organization, which normally leads to conflicts between parties. In this situation, a neutral mediator that the conflicting parties trust should be involved in the negotiation process. This individual will give the disputing sides expert opinions, advice, and the accepted principles of resolving their issues (Ivannevich & Konopaske, 2012). Consequently, the use of a mediator will enable aggrieved parties to quickly get a resolution for their disputes.

The aim of negotiating is to find solutions that are best for both sides. In practice, these solutions may not necessarily result in what you want; however, conflict resolution is based on a give-and-take approach. Furthermore, it enables the organization to realize its main objective by enabling all its members to work as a team. Therefore, a manager should learn the various skills of conflict resolution in order to bolster team work and productivity in the organization.

References

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