

Conflict scenarios assignment

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The model incorporates seven steps; define the situation, describe and collect needed information, develop alternatives, develop agreement among those involved, decide which alternative is best, and determine whether the decision was a good one and follow up (Nickels, McHugh. & McHugh, 2010). In following the steps, eliminating steps that are irrelevant, the managers can develop a solution. The situation explains that the marketing department is no longer collaborating on an important project. The three members cannot decide on an ad visual causing the team to disband.

An alternative solution is to have the manager decide which visuals to combine for the final product. This resolves the disagreement between members because the choice was taken leaving no conflict. The Just Right Tire marketing team can now meet the deadline. Conflict is common in workplace teams and is not always bad. Conflict is important because it provides different strategies for completing a common goal. A common cause of conflict in a group is a breakdown in communication. Examples of communication breakdown are misunderstandings, cultural differences, and poor listening (Skills, Gulper, Shyness. 2010).

The manager's responsibility is to find a solution and resolve the disagreement. Conflict resolution is important because too much conflict can lead to an impasse and affect performance. Since Jan, Sally, and Mark have been very successful in the past working on a team an effective conflict resolution process would be to have all the parties' compromise. The Compromise approach is where each party would bring forth their arguments and find a common ground, each would receive some and each

would have to sacrifice a little as heir marketing project, compromising would be an effective way for the team to resolve their conflict.

Another conflict resolution method that the manager could follow would be collaboration. Collaboration as defined by Winnable (2010), “ is the parties attempt to resolve their conflict by finding a mutually beneficial solution through problem. Collaboration Is a win-win situation compared to compromising where everyone loses a little, the Issue Is that collaboration can take more time to come too resolution. Since Jan, Sally, and Mark have worked effectively in the past gather collaboration would be effective.

The reason is they all have the same goals in getting this marketing project completed however there was a breakdown in communication. Collaboration is the most effective when the parties have the same goals, have open communication, and have a shared level of trust (Wallace, 2010). In order to resolve the conflict with Jan, Sally, and Mark at Just Right Tire Company, ten manager snouts perform ten primary Tunnels AT management. I en primary functions of an effective manager consist of planning, organizing, leading, and monitoring (Nickels, McHugh, & McHugh, 2010).

The first step of the manager is to setup a plan and approach the team to develop and to promote the new tires for the company. Once the team is aware of the plan, the manager should organize the responsibilities of each team member. The manager was aware of the strengths of each team member, that they worked well together, and produced successful ads in the past due to each member’s different strengths. While Jan, Sally, and Mark are working together the manager should also be leading the team by

guiding, coaching, ND motivating them to achieve their goal to produce a successful ad for Just Right Tire Company.