

Handling conflict

[Business](#), [Management](#)



Handling Conflict According to our text, Management Leading and Collaborating in a Competitive World, by Thomas Bateman and Scott Snell, there are five approaches to handling conflict. The five approaches are avoidance, accommodation, competition, compromise, and collaboration. Handling conflict through avoidance is simply not addressing the problem or acknowledging there is a problem. Basically, nothing is being done to satisfy either party. Handling conflict through accommodation is when someone cooperates “ on behalf of the other party but not being assertive about one’s own interests. ” Handling conflict with compromise “ involves moderate attention to both parties’ concerns, being neither highly cooperative nor highly assertive. ” Handling conflict from the approach of competing is when “ people focus strictly on their own wishes and are unwilling to recognize the other person’s concerns. ” The last approach to handling conflict is collaborations. “ Collaboration emphasizes both cooperation and assertiveness to maximize both parties’ satisfaction. ” “ Effective conflict management should reflect the advice offered by Mary Parker Follett some sixty years ago. She argued that one ought not to conceive conflict as a wasteful outbreak of incompatibilities, but a normal process whereby socially valuable differences register themselves for the enrichment for all concerned. ” (Treslan) Conflict should be handled differently, based on the situation and those who are involved. In order to handle conflict more effectively, I think both parties should feel the benefit of the resolution. “ People feel they have benefited from a conflict when (1) a new solution is implemented, the problem is solved, and it is unlikely to emerge again, and (2) work relationships have been strengthened and people believe they can

work together productively in the future. " (Bateman and Snell) One way to effectively handle conflict is by being a mediator. Acting as a mediator is intervening " to help others manage their conflict. " (Bateman and Snell) Typically, when acting as a mediator, a four-stage strategy is used. The first stage is to investigate by interviewing those who are in conflict, as well as others, in order to gather information. As a conflict mediator, one should stay neutral when going through the interview process. The next stage is to decide how to resolve the conflict. At this point, both parties should be exploring solutions to the conflict. Next, the mediator should take action. This action should be " explaining their decisions and the reasoning, and advise or train" those in conflict in order to ensure future incidents do not occur. (Bateman and Snell) In my opinion, the final stage is the most important stage. This stage is follow-up. At this point, the conflict mediator should " make sure everyone understands the solution, document the conflict and the resolution, and monitor the results by checking back" with all parties involved. (Bateman and Snell) It has been my experience, if follow-up does not occur, all parties involved do not feel benefit from the conflict. The conflict often comes back and we are back to square one. I feel it is important to address conflict as it arises. I feel it is important to address conflict before it escalates. If allowed to escalate, it is difficult to get it under control and mediate in order to ensure all parties feel benefit from such conflict. All parties involved will not always walk away being content with my decisions, but I will assure them I will make a good faith effort to help resolve the conflict, and make sure each of them have a voice when trying to resolve the conflict, as well. I feel collaboration is the key to success and I want

everyone to feel they have input. I also feel it is important to understand we are all adults and it is okay to agree to disagree and still work through any conflicts. Works Cited Bateman, Thomas S. and Snell, Scott A.. Management: Leading and Collaborating in a Competitive World. McGraw-Hill Irwin 2013. Print. Treslan, Dennis L. " Achieving Effective Conflict Management." Memorial University, Winter 1993. Web. 04 October 2012.