Collaboration and conflict management within groups and teams

Business, Management

Collaboration and Conflict Management within Groups and Teams Miguel Garcia June 19, LDR/531 Massive layoffs can trigger organizational conflicts (Robbins & Judge, 2011, p. 453). To make cross-border alliances and merger and acquisition (M&A) effective, collaboration, and conflict management within groups and teams is necessary to increase the efficiency of a company's production output and employees' commitment toward an organizational goal (Mintzberg, Lampel, Quinn, & Ghoshal, 2003, p. 258). Through proper management of organizational conflict, a business organization can easily increase the company's production output. Furthermore, it will also help save some unnecessary expenses and avoid business opportunity losses. In line with this, the purpose of this study is to discuss the importance of collaboration and conflict management within groups and teams and explore how a business organization can promote effective work collaboration among a diverse group of employees.

Effective Collaboration and Conflict Management within Groups and Teams Companies that enter into a cross-border alliance and merger and acquisition often face organizational conflict because of their differences in organizational culture and the way business is managed. Through effective collaboration, diverse group of employees coming from two different companies can share their tacit and explicit knowledge with regard to running the business and share their knowledge and expertise with regard to the use of technology (Mintzberg et al., 2003, p. 268).

It takes an effective leader to promote work collaboration and implement conflict management strategies within a business organization successfully (Yukl, 2010, p. 365). To promote effective collaboration at work, Mintzberg et

al. (2003, p. 268) suggests that managers should consider the idea of

personnel rotation between the parent company and its alliance. By doing

so, the act of sharing of tacit and explicit knowledge from two different

groups of

employees is possible.

An effective communication is necessary not only in preventing internal

conflicts but also in developing a significant interpersonal relationship among

each of the team member (Katz & Lawyer, 1992, p. 11). According to

Robbins and Judge (2011, p. 455), internal conflict may arise because of lack

of openness, trust, and two-way communication among a diverse group of

employees. Therefore, implementing a strong organizational culture that

practices voluntary team participation and collaboration among the

employees could help avoid organizational conflict. Likewise, it is equally

important for managers to develop a two-way communication line between

the top management and the entire workforce because employees are

unlikely to participate in something not clear to them (Tichy & Sherman,

1994).

Implementing an active participation among the employees does not only

resolve internal conflicts, it also provides each employee with a positive

feeling about other employees (Strohmeier, 1998; Slater, 1994, p. 139). In

line with a strong organizational actions, shared opinions as well as active

participation among the stakeholders, a business organization could become

more productive and competitive as compared to the absence of active

participation (Strohmeier, 1998).

Conclusion

The presence of organizational conflict weakens the company's ability to maximize its production output and profitability. To avoid and effectively manage organizational conflict, business organizations should make use of effective leaders in developing organizational culture that promotes the importance of work collaboration and open communication among a diverse group of employees.

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