

Conflict resolutions assignment

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Exploring the dimensions of similarities and differences to diversity in the workplace, is the key to training the Rockford and sustaining healthy relationships between employees and staff. Sources of Conflict As a conflict resolution consultant at the EX. Company in Washbasin Germany, there were an influx of complaints within a six month period after the merge concerning diversity issues. The underlying sources of conflict involved poor cross-cultural communication, personality differences, different values and First, the cross-cultural communication resulted in confusion, competition. Jack Of trust, lack Of teamwork and very low morale. The conceptual, cultural, and language barriers need to be settled for diversity programs set forth in he future, in order for it to be successful. Secondly, resistance to change was apparent due to change of leadership. Of the German employees refused to accept the social and cultural changes of their workplace. They wholeheartedly believe in the old way of doing things and were resistant to change.

Next, some employees harbored resentment and felt that there wasn't an avenue to express their concerns about the new leadership and how some employees were being treated verses others. Lastly, competition for opportunities of promotion, job positions within the organizations and recognition was not one of the priorities t the new senior leadership to the company. The rumor a promoting relatives was a negative buzzword within the organization, Stereotypes and biases play a deep role in the before mentioned underlying conflicts at this company.

They are deep rooted in every individual and shape the perceptions on how a person views situations and people, and how we respond to them. Some are

good and of course some may be questionable to others In this case, employees prejudging each other and their leadership are the tall tale signs of bias and stereotyping for this particular situation (Greenberg, 2009) Additional information about ACH employee will be assessed during this thorough investigation of grievances.

This Will ensure that all documentation like past employee evaluations are forth coming as well as the frequency of promotions and recognition. Without this documentation, it would be harder to determine the actual work relationship between the employer and employee during the tenure of the organization (Matt, 2012). In order to provide a strong and Withstanding resolution, certain areas have to be addressed first such as diversity type management practices starting with the senior leadership commitment (CEO).

Top level management as to enforce the vision of diversity and communicate this throughout an organization which is also a key to a successful strategic plan. Secondly, diversity is closely linked with performance. Having the understanding of a more diverse and inclusive work environment and yield greater productivity and help improve individual and organizational performance. Third, measurement of quantitative and qualitative measures that impact the various aspects of an overall diversity program.

Fourth, accountability that ensures leadership is responsible for diversity by making their performance assessment and compensation to the diversity initiative. Fifth, succession planning that is interminable process that identifies and develops a diverse pool of potential talents to become future

leaders, Sixth, recruitment process which supplies diverse applicants from all nationalities who qualify for employment.

Seventh, employee involvement in which employees advocate diversity throughout an organization. Last but certainly not least, diversity training which inform and educate senior leadership and their staff about diversity (Sailor, 2014). Resolution Training will be administered in phases to ensure all aspects are covered, starting With a desk side briefing to the senior leadership. They have a key role in transforming the organizational culture in order for it to reflect the values off diverse workforce.

The skills that they must possess and maintain are as follows: understand and accept managing diversity concepts; recognize that diversity is intertwined throughout every aspect of management: self-awareness and understanding their own culture, biases, identity, stereotypes and prejudices; and finally their willingness to change and challenge institutional practices that present barriers to different cultures and groups (Sailor, 2014), The second phase will focus on the employees and grievances that have arisen after the merger.

All employees that submitted a grievance will be interviewed by the conflict-resolution consultant team for further clarification. Next, all information will be forwarded anonymously to the senior leadership to address and formulate a training strategy and a schedule. Next all company policies and procedures will be assessed and pending the actual verbiage, suggestions will be made by the team. The third phase will be the actual training modules administered by the consultant team.

These modules will consist of methods of resolving conflict in the workplace. Compromising, Avoiding, Accommodating, ND Collaborating will be the four ways to try and tackle the diversity and conflict among the employees in the workplace. Compromising involves handling the conflicts by reaching a resolution that result in a Win-win on both sides. Avoiding is used for non-work related issues that should be solved by other means.

Issues that do not have a factor concerning work should not be discussed in the workplace if it causes conflict among coworkers. Accommodating the other side is making the decisions on what can be let go vs.. What needs another method. Collaborating involves gaining support and input from all team members to improve relationships between coworkers (Sailor, 2014). After the methods are explained, the six steps to the conflict resolution process will be explained with the participation of all employees especially the individuals in conflict.

The steps are: Clarify what the conflicts are; Discuss what the ultimate goal for all parties; Establish ways to reach those goals: Discuss what maybe the barriers to the goals; Try to agree on the best way to resolve the conflicts; and Acknowledge the agreed resolution and determine the responsibilities all parties have in the resolution (Greenberg, 2009). Lastly, the consultant team will suggest to he company to appoint a diversity representative who works directly for the company with an incentive of more paid vacation or a raise.

They would be responsible for scheduling diversity retreats which would last for a day away from work, so that the company as a whole can create dialog about work issues and how things could be better among coworkers and

staff. In summary, conflict is inevitable and it comes in many forms.

Diversity, difference in views, miscommunication and personality differences to say the least. It is very important that the senior leadership to the lowest employee on staff addresses conflict because leaving it unresolved leads to low morale, productivity, and in some extreme cases, workplace violence.