

Managerial decision making

Business



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Managerial Decision Making Insert Semester Conflicts are an inevitable part for any organization to develop and efficiently manage its prospects. They are used to label everyday's human experiences that range from indecision, disagreements to depression. The nature of a conflict to a greater extent depends on its cause, the parties concerned as well as the way in which people respond to it. Fundamentally, conflicts are disagreements that arise as a result of different opinions and perspectives or different working styles employed (Collins, 2209). Different people react in different manners to a given conflict, and they are rooted deeply in all aspects of human nature. The basis that conflicts are different gives an insight on how they can be best solved by understanding the underlying principles. Conflicts can either be constructive or harmful depending on the scenario they arise. Positive conflicts also known as constructive conflicts facilitate tolerance, greater understanding, learning and effectiveness where the conflicting parties are able to grow and develop on the conflicting ideas (Dayton, 2012). In order for a conflict to arise, it has to bear some characteristics which are; independent parties are involved, a feeling of resentment, a perception that the other party is at fault and an action that can cause a business problem. This paper focuses on the workplace conflict, the causes of such conflicts and proposes an effective way of resolving conflicts in the workplace.

A good example is where Jacob and Austin share an open office workstation. Jacob's desk is tidy and likes silence in order to pay full attention to the task and beat deadlines. Jacob prefers taking meals from the dining room provided by the company. On the other hand, Austin's desk is full of empty disposable cups stashed together with dusty files around. When on the phone he talks at the top of his voice, which disrupts Jacob. Despite being

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provided with dining place, Austin prefers to take meals from his desk while listening to the lunch time news. This behavior by Austin has always driven Jacob crazy and often culminated in arguments that have caught the attention of other workmates. Austin sometimes prefers working from a different terminal. In a nut shell, the conflict in this scenario is caused by the different styles of approach that the two adapt and also the personal values of each one. Purely the above case encompasses all facets of a conflict.

In a strong bid to end or minimize conflicts in the workplace, there has to be a clear way of approaching the causes, serious deliberation and consequently reaching an agreement amicably (Kirchloff, 2008). In the example given, the effective process in resolving the conflict will be to maintain good relations between the parties, separating the people from the problem, paying a close attention to the interests being raised, set out the facts and finally exploring a viable option together. The arbitrator has to remind the parties that they work towards a common goal, and; therefore, mutual respect for each other is paramount. The interests of each party have to be considered, and they have to be ready to cede ground in the arguments put forth by each. Finally, the two parties have to be informed of the policies upheld by the company such as tidiness and effect to other workmates. The working environment has to be conducive for every worker which in this case necessitates that Austin ought to adjust his behavior to align with the organizational needs and policies.

In conclusion, conflicts are an integral part in human development. It is noteworthy that management is involved in resolving conflicts so that any problems can be identified at an earlier stage and proper corrective measures used. There has to be a clear process of effectively identifying the

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cause and managing conflicts within the workplace. Once a cause is established, it is easier to choose the best strategy to resolve the conflict without compromising productivity, employee relations within the entity. Communication is vital as it helps to identify any issue raised that is about to cause conflict can be looked into, and solution reached at in good time.

References

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