

Types of conflict and stages of conflict



CONFLICT MANAGEMENT

Conflict is a process that begins when one party assume that another party has negatively affected or is about to negatively affect, something that first party are cares. The simply way to understand is conflict are disagreement between the two or more persons on any points. Conflict management is the practice of being able to identify and handle conflicts sensibly, fairly, and efficiently. Conflict management involves acquiring skills related to conflict resolution, self-awareness about conflict modes, conflict communication skills, and establishing a structure for management of conflict in your environment. Conflicts management are a natural part of the workplace occur, what the most important is the people who understand conflicts and know how to resolve them. This is important in today's market more than ever. Everyone is striving to show how valuable they are to the company they work for and, at times, this can lead to disputes with other members of the team.

According to the assessment in our group, I have got two general problems. It is interpersonal an intra-personal. I will explain as follows with the scenario and the solution.

Firstly, Interpersonal conflict is clash between two individuals rather than one individual a difference in views about what should be done. The different of view such as orientation of work time that are not part of an organization. Actually for interpersonal conflict we found some members in my group they have bad manner and no responsibility. For bad attitude like always came late when we have a discussion group. For responsibility, some members in

my group they do not take care of their jobs. They did not come even they have free time. So in that case the rest of the members are felt not satisfied with them. For the solution, firstly our group leader tried and gave them the advices and motivation to the member are did not come in the group discussion. Secondly, our leader also tried to explain to them maybe they are not understand. Lastly, if they are still redoing their attitude, our leader use the autocratic system like let our advisor know the problem and they will get punish.

Secondly, Intrapersonal conflict which are occurs within an individual often involves some from of goal conflict or cognitive conflict. A leader must ensure that all conflict of each members include himself should solve with properly to make sure that the program will run smoothly. For example, our group leader was tried to solve the problem especially for communication problems. In my group some Chinese came from China they cannot speak well in English. Different of language between members include local and international student make barrier when this project in progress. Based on the problem our leader encourage them to overcome the problem like show the uses of dictionary. Besides that, our leader also have the conflict because cannot get proper responsibilities of a group leader to do the tasks because all members have communication problems and that make all members hard to communicate.

The problem that our group faced is the communication problem each members. This situation arise because of differences in language between each members that come from different background, nationalities and country. Weaknesses by using English language between each member will

cause misunderstanding and will effect our project. Therefore, our leader decided to solve this conflict by using third person that are others members in others group to help us translate what we want to say or what they say. Other that we also use application such as Google Translate to get what the real meaning and can discuss together smoothly.

There is a five conflict process in the addressing problem in the group that consists Potential, Cognition and personalization, Intention, Behavior and Outcome. This prosses can help our group get know the conflict that arise when this project ongoing.

The first stage is the process is a potential conflict of opposition or incompatibility when members contribution ideas. In this stage, our group will meet and meeting together to develop idea to run the project. In our group, this stage is due to differences in language among members that will affect our goal and also affect our personality, emotional and aesthetic value. Communication between local and international students will be use English language for communicate each other. In this group, there have a group that members will talk a lot and less when we make a discussion. Our leader are not take this situation easily or ignored, but she will try to get attention with them by get idea that related to interested of them. This ways can help them to improve their motivation and not afraid to contribution and speak in English in this project.

The second stage is cognition and personalization. At this stage, the perception of the conflict between members in the group. According to the Miler, 2011 in this stage, the parties aware of the conditions that trigger the

conflict which leads to the displeasure feeling such as anxiety, pressure and the hostility. Problem that arise in our group that is difficulty to understanding English by Chinese student and this problem effect or group to complete this project. When this conflict arise, each member include our leader try to understand and help each other although it is difficult to work together and completing the task.

The third stages is intention or the decision that can be use to solve our problems. The ways are by using competing, collaboration, compromising, avoiding and accommodating. We gave ideas to our members like suggested the dictionary be their friend, read a lot English books and watch English movies. Besides that, we helped each other to any task which is difficult to our member to solve and always to judge and guide them when they lost ideas of their task. It related to ways that are state early and we are more compromising and accommodating because we do not want to make the situation more serious and effect our project.

The fourth stage is about behavior or become visible include statements, reactions and actions made by the conflicting parties. Our leaders will make division of the work and in this stages show that some of us are not satisfaction about their task and expressed that emotion. So, although the task are divided but other members can give any idea and discuss it together to get final decision. This ways can help our conflict not continuous and each members will be happy.

Finally, we got the functional ways and methods as outcome to solve our problem. After all the activity that we do include face conflict, we have found

the best ways to make sure that all members will give full responsibilities and corporation. The improvement that each member give are very satisfied and our leader also happy with it. Lastly, they also give corporate and provided good commitment to complete this task as output.

MOTIVATION

Motivation is derived from Latin word, ' movere' means ' to move'.

Motivation is general term applying to the entire class of drives, desires, needs, wishes, and similar forces. Motivation is the psychological forces that determine the direction of a person's behavior in an organization, a person's level of effort, and a person's level of persistence. From the tasks given as are candidates who are inexperienced working in a group or in an organization we got a lot of problems such as no responsibility between our members, unsatisfied from the tasks given by manager, and so on. From that above we got many ways to motivate our members, to make them be useful to themselves and to be useful in an organization. They are four kinds of resources of motivation that can encourage and influence the motivation in our group such as positive motivation, negative motivation, extrinsic motivation, intrinsic motivation and others things that giving motivation whether it is acceptable or unacceptable by individual.

Firstly, positive motivation. Positive motivation is involves proper recognition of employee efforts and appreciations of employee contribution towards the organizational goal achievement. The social and status desires require interaction with others if they are to be satisfied and they align with Maslow social need and the external component of Maslow During the problems that

we got our assistant manager motivate us with gave the spirit words that can made us be happy to do the works given. She also recognizes the members who are gave full co-operation with is tells the lecturer who are did.

Secondly, negative motivation. These kinds of motivation is use force, power, fear and treats to motivate members to give full co-operation and prevents members to be useless in group. In this case if any our member is do not want to do his or her task given, assistant manager warned and reports them to the lecturer if it is needed.

Next, extrinsic motivation. Extrinsic motivation is induces by external factors which is primarily financial in nature. It is based upon the assumption that the behavior with results in positive reward tends to be repeated. For example, we are get motivation when the lecturer offer more marks if we are be the first one who are finish with the assignment given with do it correctly. It is exactly what was happened in my group. They are very excited to do the tasks given. Indirectly my members are very happy and felt got energy from that offered.

Besides that, we also motivate ourselves with studied of motivation theories such as maslow's hierarchy theory, aldefers ERG theory, herzberg motivator and mc clelland's learned needs theory.

Maslow's hierarchy of needs, represented as a pyramid with the more basic needs at the bottom

Maslow's hierarchy of needs is a theory in psychology proposed by Abraham Maslow in his 1943 paper "A Theory of Human Motivation" in *Psychological Review*. Maslow subsequently extended the idea to include his observations of humans' innate curiosity. His theories parallel many other theories of human developmental psychology, some of which focus on describing the stages of growth in humans. Maslow used the terms "physiological", "safety", "belongingness" and "love", "esteem", "self-actualization" and "self-transcendence" to describe the pattern that human motivations generally move through.

From that information above, as a summary Maslow shows us about what is related in every person's needs in their life. They are physiological, safety, love, esteem, and self-actualization. We would explain as follows.

Physiological needs are the physical requirements for human survival. If these requirements are not met, the human body cannot function properly and will ultimately fail. Physiological needs are thought to be the most important; they should be met first. Such as air, water, and food are metabolic requirements for survival in all animals, including humans. Clothing and shelter provide necessary protection from the elements, and so on.

Safety needs is the most important for me and my members, felt safe from any dangerous which is can prevent from getting emergency situations like conflagration, electric inconvenience and so on. It is can give disrupt the lessons to us if it is happen. As are students we also need looked after by the security or wooden for the particular times. Safety and Security needs are

include personal security, financial security, health and well-being safety net against accidents or illness and their adverse impacts.

The third level of human needs is interpersonal and involves feelings of belongingness. Humans need to feel a sense of belonging and acceptance among their social groups, regardless whether these groups are large or small. For example, some large social groups may include clubs, co-workers, religious groups, professional organizations, sports teams, and gangs. Some examples of small social connections include family members, intimate partners, mentors, colleagues, and confidants. Many people become susceptible to loneliness, social anxiety, and clinical depression in the absence of this love or belonging element. This need for belonging may overcome the physiological and security needs, depending on the strength of the peer pressure.

All persons have a need to feel respected from other; this includes the need to have self-esteem and self-respect. Esteem presents the typical human desire to be accepted and valued by others. People often engage in a profession or hobby to gain recognition. Low self-esteem or an inferiority complex may result from imbalances during this level in the hierarchy. People with low self-esteem often need respect from others; they may feel the need to seek fame or glory. However, fame or glory will not help the person to build their self-esteem until they accept who they are internally.

Psychological imbalances such as depression can hinder the person from obtaining a higher level of self-esteem or self-respect.

This level of need refers to what a person's full potential is and the realization of that potential. Maslow describes this level as the desire to accomplish everything that one can, to become the most that one can be. Individuals may perceive or focus on this need very specifically. For example, one individual may have the strong desire to become an ideal parent. In another, the desire may be expressed athletically. For others, it may be expressed in paintings, pictures, or inventions. As previously mentioned, Maslow believed that to understand this level of need, the person must not only achieve the previous needs, but master them.

In conclusion, with study the levels of Maslow's hierarchy theory it made us to understand member's behaviors and their needs easily. Besides that, to be careful every single word when talking to people especially members in the group to make them are respected.

In this project, our leader will motivate each of members because this project are not give any cash incentive such as salary. First ways that our leader makes is to divide job for each members. It will have other situation that members are not satisfaction about their job. So, our leader will make sure that this conflict will solve to create positive environment of this project. When situation are positive will give motivate each members to work properly and give full Co-operation. In our group, each of members will try the best to do their job because their feel enthusiastic to complete this project.

Second way that our leader uses to motivate each member is non-cash incentive. Our leader motivates us with advice to give good performance

even there is no cash incentive. Our leader also reminded the members that this tasks given very useful to the future. The benefits are improved our skills and performances when we are worked at the real life. Besides that, our lecturer also told that the subjects taken are very important like make a proposal, and make a simple document (request letter) and so on.