

Agreement

Health & Medicine, Nursing



Agreement I agree with you that your initial reaction to the issue was somewhat too confrontational for this situation. However, it is important to note that the constructive confrontational approach may be useful in resolving intractable conflicts that may have significant implications in terms of consequences. The current case however, has no foreseeable destructive consequences, hence the inappropriateness of confrontation as an approach to resolving the conflict. The class text warns against using accusatory tones and claims since such tone may cause actual and genuine differences among people to rapidly spiral out of control, further destroying the team's interpersonal relationships (Griffith & Goodwin, 2012). As such, it is important to adopt positive approaches towards resolving conflicts, whereby discussions and exchanges are courteous, active listening occurs and the focus is on issues instead of individuals. Significantly, it is important to accord parties in the conflict the benefit of doubt since making assumptions and apportioning blame without hard evidence might further aggravate the conflict.

Collaboration is another tactic that may be effective in addressing Manuel's case of conflict. Since in this case job dissatisfaction and unfair pay seem to be the triggers for conflict, it is important to gather all involved parties to brainstorm for possible solutions solution that are mutually beneficial. However, this will only occur after Manuel is able to come to terms with his personal issues. This is because in order for collaboration to be effective in resolving conflict, compromise must occur whereby individuals relinquish their hard stand to find the middle ground. Consequently, Manuel may not be able to compromise if he has not come to terms with his issues and role in

the conflict. The ability to compromise will also be helpful in negotiating for the appropriate solution since Manuel will have understood clearly the position of the company and his colleagues and vice versa.

Reference

Griffith , D., & Goodwin, C. (2012). Conflict survival kit: Tools for resolving conflict at work. Upper Saddle River, New Jersey: Pearson.