

# Teamwork, collaboration, and conflict resolution

[Business](#), [Management](#)



## Teamwork, Collaboration and Conflict Resolution Affiliation Introduction

Teamwork or collaboration in the management refers to as an effective group that comprises of people who work as a group to attain a common goal or aim, and who is accountable to the team output (Katz & Miller, 2013).

Collaboration, at the conceptual levels include the following,

- Awareness, the individuals become the part and parcel of the working entity with a shared goal
- Motivation, the individuals, drive to gain agreement in solving their day to day problems.
- Self-synchronization this is when members decide individually when things need to occur.
- Participation, members, participate in the teamwork and likewise, they expect others to do the same.
- Mediation, the group members negotiate and collaborate together to find a solution
- Reciprocity, the team share and expect sharing in return through reciprocity
- Reflection, the team thinks and consider for alternatives.
- Engagement, this is when the team pro-actively engage rather than wait to see.

Conflict resolution, on the other hand, is defined as the approaches and processes involved in ending the conflict. The manager should be capable in resolve the differences of the team through communication and engaging in collective negotiation (Lansford, 2008).

What is management's role in developing a sense of collaboration in the

work place?

Management can help achieve collaboration through communication, stability, research and evaluation, as well as resources, leadership, group development and participation to help achieve collaboration in the work place. Collaboration is a process of participation through which people, groups and organizations work together to achieve desired results. It is important that communication is clear and established through a process. Resources are important to use because of their accessibility and credibility to provide results of tools that have been tried before and succeeded or failed or in process through research and evaluation. Management needs to be able to provide leadership and direction to promote and facilitate the workplace in order to develop a sense of collaboration. It is important for those that are in managerial roles to help support team building through this process. Group development helps address important issues along the way. It is important for managers to identify personality types and the different groups of people that work best together to get the job done. This will help managers in developing a communication system to help achieve the goals and objectives that are put in place. Employees feel connected in formal and informal communication through network and group development, this is important for employees in their personal and professional development. What is management's role in influencing positive conflict resolution in the work place?

Management is a very high position and takes a lot of understanding within the department or group they are leading. A manager has to be bias and also be able to resolve any conflicts that their employees may have. Looking

over conflicts that can happen in the work will consist of using the five factors that come into play. The most effect to me would be to calibrate the ideas that are coming up in the conflict. Put in writing what each employee has to say and make an evaluation on what the next step will be. Each employee has a say so in any type of change or goal that each department is trying to meet. Some will have different ideas and not everyone is going to agree, being the manager that is when we have to put into play the resolution to help with the conflict.

Coming up with a positive perspective is the main factor and the manager will have to show why the perspective is the best? The perspective is a natural way to help the business and also help the employees with differences. First step will be to find out what the cause is on the difference, the second step would be to understand the opinions at a bias level without picking a side, last would be the resolution to the problem. Once all steps have been conducted and the manager has the feedback need to address the conflict that is when the collaboration of ideas will come together. There will be no other opinions or decision that need to be made, the manager will have the final decision in writing that will solve the problems. Making the solution a better decision and the conflict is resolved.

### Conclusion

To conclude, teamwork, collaboration and conflict resolution are key roles that a manager should have in the management taskforce in order to be able to solve the issues that may arise as a result of conflict (Lansford, 2008). The manager should be able to initiate communication when such conflict comes up and address the issue amicably. Some of the reasons for conflict is mainly

due to different ideologies that may result to disagreement since every individual want their voice be heard (Lansford, 2008). For the managers to be able to solve some personal issues of the team they have to learn personality if the people they lead. This will eventually lead to collaboration among the workers due to effective leadership shown by their manager. With all these strategies at hand, teamwork, collaboration, and dispute- free environment will be established (Katz& Miller, 2013).

#### References

Katz, J. H., & Miller, F. A. (2013). Opening doors to teamwork and collaboration 4 keys that change everything. San Francisco: Barrett-Koehler Publishers, Inc..

Lansford, T. (2008). Conflict resolution. Detroit: Greenhaven Press.

Small Business Chron. (2014). Positive and negative conflicts in workplace. Retrieved from <http://smallbusiness.chron.com>

Scurrah, Miriam 2007, The Role of Collaboration in Organizations, accessed 17/05/14 at [ezinearticles.com/? The-Role-of-Collaboration-in-Organizations&id= 1571695](http://ezinearticles.com/?The-Role-of-Collaboration-in-Organizations&id=1571695)