Resolve conflicts

RESOLVING CONFLICT The conflict resolution requires great managerial skills. Here we are trying to give a solution to a conflict turning it in a constructive side. If one party exercises the principles of interaction, listens, and us the six steps of collaborative resolution, that party may be able to end the conflict constructively. At the very least, he or she may be able to prevent the conflict from turning into a fight by choosing an alternative to destructive interaction? " There is a difference between resolving a conflict and managing conflict.

Resolving a conflict ends the dispute by satisfying the interests of both parties. Managing a conflict contains specialized interaction that prevents a dispute from becoming a destructive battle. Managing a conflict attends to the personal issues so as to allow for a constructive relationship, even though the objective issues may not be resolvable. For example, the former Soviet Union and the United States managed their conflict during theCold Warby using a variety of mechanisms. The objective issues in the dispute were not resolved, and neither were the personal issues, which contained significant perceptual differences.

However, both sides attended significantly to the relationship to keep the disagreement from turning into a destructive battle. Our goal in conflict always should be to seek a resolution based on mutual gain. Realistically, however, resolution is not always possible. When this is the case, we must manage the conflict to ensure that the relationship is constructive and that opencommunicationis maintained. We Listen to Conflict to understand the other party and demonstrate the acceptance required to maintain the relationship