

Conflict negotiation resolution problem solving scenario

Business



Conflict/Negotiation Resolution Problem Solving Scenario

Upon receiving the news of the problem at the department I would take immediate action to remedy the situation. My first step would be to talk to each of the three employees involved in the conflict individually. The purpose of the inquiry is to learn the roots of the problem from the perspective of each of the three workers. My second action following the individual interviews is to meet with the rest of the employees of the department as a group without the presence of the three employees involved in the conflict. The idea behind interviewing the co-workers is to learn the truth about what has been going on. Upon completion of the investigation I would impose disciplinary action on the persons responsible for the conflict. The person that started the issue would be suspended for a week without pay, while the other two workers would receive a two day suspension for their involvement in the ordeal. The conflict resolution method that I used to resolve the conflict was authoritative command. Authoritative command uses formal authority to put an end to the conflict (Schermerhorn, Hunt, Osborn, 2003).

In the future I would implement different measures to prevent such an ordeal from happening again. To prevent chaos from taking over the workplace again in the future whenever I have to miss work a person will be assigned as temporary supervisor. This person will have all the power held by the position in my absence. The interim supervisor will be selected in-house and will receive three months of trainings on managerial skills as well as a 20% salary increase for the added responsibility.

References

<https://assignbuster.com/conflictnegotiation-resolution-problem-solving-scenario/>

Schermerhorn, J., Hunt, J., Osborn, R. (2003). *Organizational Management* (8th ed.). New York: John Wiley & Sons.