

The ways of resolving conflicts



Resolving Conflicts

1. Deal directly with the conflict

If one were in Lee Lattoni's place, one will deal directly with the conflict by talking with B. J. O'Malley first before making any decision. Since B. J. seems to be the leader of the male group in the cost accounting department, the objective is to convince him to accept the decision so that eventually, he can convince the others in the department. One will tell him about the plan to hire Regina Simpson and the reason why one believes that it will be for the best interest of the department to hire her. One will point out to him that it will make the department more efficient and if that happens, everyone in the department will benefit because management will see its improved performance. One will request him to just be open to the idea and not judge Regina prematurely. One will also talk with Regina to inform her in advance about how she might be treated in the department and the culture that pervades there. She will however be assured that she will have one's 100 per cent support.

2. Ascertain source of conflict

For B. J. O'Malley is the difference in the values, beliefs and personalities. Whereas Lee and Regina values a college education, B. J. and the rest of the males in the department find it irrelevant. The insecurities of the males in the department are reasons why they do not want Regina to join them. Their male egos are threatened by Regina's presence, especially her educational background.

3. Empathize with the conflicting party

Empathizing with the conflicting party can be shown by listening to both sides. One has to try to understand where they are coming from. Listening to

both parties make them feel important and not being ignored. It will give the perception that their views, opinions and fears are essential and that they will be considered in the final decision that will be made.

4. Use an appropriate conflict handling style

One thinks that the appropriate handling style is the collaborating style.

Although this may require a lot of time and effort on Lee's part, this is the style which will produce the most beneficial result for everyone. A group consensus may be achieved.

5. Select the most appropriate conflict-resolution option

The most appropriate conflict-resolution option is to listen to both sides.

Recognize the points raised by each side and weigh them fairly. One cannot force one's opinions or decisions on the conflicting groups that is why the collaborating style is the best option.