

Managing conflict

Business



Conflict management affiliation Conflict management Departmental conflicts usually affect the overall performance of the company. Due to the diversity of employees in an organization, managers aim to uproot the conflicts in the departments (Mullins, 2005). In this scenario, the conflict arises from the difference in race and cultural beliefs. This kind of conflict usually needs caution when approaching it since the employees involved hold very strong religious and racial ties (Levine, 2005). In the upcoming departmental meetings, the issues of performance, freedom of speech and improving on working relationships and disapproving of any form of religious or cultural arguments are discussed. If these three issues are addressed the department will have an increased output on performance.

These three points advocate for both good working relationships and performance. The bad working relationship in the department is the cause of the not sufficient performance. I would address the issues in the meeting since supervisors in the organization would be looking for a better working relationships and an improvement in performance.

The issue on performance will be focused on having nothing short of the best performance from each employee. This will help shift their focus from disagreement to working. Freedom of speech will be addressed to all employees who have the feeling that they have been segregated from decision making and opinions in the department (Priscoli & Wolf, 2009). This increases the working efficiency and relationship since all employees regardless of race will feel that they are considered as important in the organization. A good working relationship will be a promotion of harmonious working between the employees. To affect the three points, stern warnings and punishment should be implemented. Termination of working contracts

and departmental transfers are examples of punishment (Mullins, 2005). Employees will respond positively to the improvement requirements since their working environment and overall performance will be improved significantly (Levine, 2005). Management of conflicts is the best way to promote performance and productivity of an organization. All departmental heads and managers require conflict resolution skills to lead an organization to expected heights.

References

- Levine, B. (2005). *Resolving racial conflicts*. Missouri: Missouri University Press.
- Mullins, L. (2005). *Management and organization behavior*. New York: Prentice Hall.
- Priscoli, J. & Wolf, A. (2009). *Managing and transforming water conflicts*. Cambridge: Cambridge University Press.