



# **CONFLICT MANAGEMENT**

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# DISCUSSION POINTS

- Define the term Conflict
- Understanding the causes of conflict
- Good Vs Bad conflict
- Myths and facts about conflicts
- Mapping the conflict
- Tomas- Kilmann theory of conflict Management
- Strategies to handle conflict in a positive manner



# CONFLICT



# WHY CONFLICT ARISE



# CAUSES OF CONFLICT

- Needs
- Values
- Pressures
- Perception
- Ideologies or principles



# MAPPING THE CONFLICT

- Defining the issue
- Identify who is involved
- List out the major needs and concerns of each party
- Reading the map



# WORDS WHICH INSTIGATE THE CONFLICT

- You never
- I told you
- Whatever
- I never
- Never mind
- Good for you



# WORDS WHICH DEFUSE CONFLICT

- If you can
- Might I suggest
- One option is
- We can help you to
- Let me explain
- We understand that





# EFFECTS OF CONFLICT

Not all conflicts are bad, conflicts can also be good



# CONFLICT MANAGEMENT LEADS TO

- Better understanding with team members
- Better working relationships
- Improve productivity
- Trust among colleagues
- Enhanced engagements



# STAGES OF CONFLICT



# TOMAS- KILMANN THEORY



# FORMS OF CONFLICT

## **Functional – Good conflicts**

- Works towards the goals of organization
- Increases information and ideas
- Encourages innovative ideas
- Reduces stagnancy – different point of view

## **Dysfunctional – Bad conflicts**

- Blocks an organization to reaching out its goals
- Raise tensions, anxiety, breaks trust in each other
- Drives out low tolerant people
- Poor in decision making
- Lack of innovation
- Increases stagnancy



# CONFLICT MANAGEMENT STRATEGY

- Remain Calm
- Let the other person do the talking
- Consider the other person's point of view
- Yes! I understand what you are saying
- If a situation comes verbally abusive, put a stop to it
- If you are wrong, admit it quickly and take the responsibility
- Use the power of visualization



**THANK YOU** 