

# Conflict Management in Workplace

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***Abstract- Conflict refers to demonstration of anger, revolt, negative behaviour, violence and misconception. It is a result of different opinions, language and background of people or groups within the organization.***

***Conflict effects in reaching goals, it is unavoidable but it can be resolve by better negotiation.***

***Conflict in the workplace is the current reality in the most of the situations. The process of planning to neglect the situation, which can result in conflicts and organizing the conflict resolutions when and where it occurs as smoothly and as quickly as possible is known as conflict management.***

## I. INTRODUCTION

Conflict is an integral part of humans. Its natural when people from different background comes together with their own point, views etc.

There are few points which can help in reducing or solving conflict: -

1. Having complete information about conflict and stage of conflict.
2. Identify the problem in time and solve it immediately.
3. Avoid minimizing or belittling the issue.
4. Maintain a neutral tone and avoid bad language.
5. Listen to other party and try to understand their point also.

## II. LITERATURE REVIEW

Conflict can destroy a team which hasn't spent time learning to deal with it."- THOMAS ISGAR

"Peace is not absence of conflict; it is the ability to handle conflict by peaceful means."- RONALD REAGAN

"When you are in deep conflict about sometimes the most trivial thing can tip the scale."- ETHEL MERMAN

"A good manager doesn't try to eliminate conflict; he tries to keep it from wasting the energies of his people. If you're the boss and your people fight you openly when they think that you are wrong—that's healthy." - ROBERT TOWNSEND

"The most important thing in communication is hearing what isn't being said. The art of reading between lines is a lifelong quest of otherwise." - SHANNON L. ALDER

"Conflict builds character. Crisis defines it." - STEVEN V THULON

## III. NEGATIVE OUTCOMES OF CONFLICTS

- Conflict may create depression, stress.
- Conflict may damage relationship with others.
- Conflict may create bad communication or may reduce communication with other.
- Conflict may impact in job performance.
- Conflict can impact in climate of organization.
- Conflict may create distrust and suspicion.
- May decrease in productivity.
- Violence.
- Members may leave organization.

## IV. POSITIVE OUTCOMES OF CONFLICTS

- Finding of creative solutions to solve problems.
- Improve future communication.
- Identify new members.
- More competition and participation.
- Group unity.

## CONCLUSION

Conflict management is very important skill to learn, it helps in solving problems and maintaining good relation with others and better life. By managing good relation, you will not suffer from stress in your workplace and you will enjoy working with group/organization. Remember that it is very important to negotiate with people within the right time and be a good listener. Also, do meditation for stress relief. Identify the problems on time and solve it immediately.

## REFERENCES

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