



# Conflict: Concept, Types

Welcome to Unit 4 of our Management and Organizational Behaviour course. Today, we'll dive into the concept of conflict, understanding its different types and how it impacts organizations.

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# Recap: Organizational Structure and Design

1

## Types of Structures

We discussed different organizational structures like functional, divisional, and matrix.

2

## Organizational Design

We explored how to design effective structures considering factors like size, complexity, and strategy.

3

## Impact of Structure

We learned how organizational structure influences communication, decision-making, and overall performance.

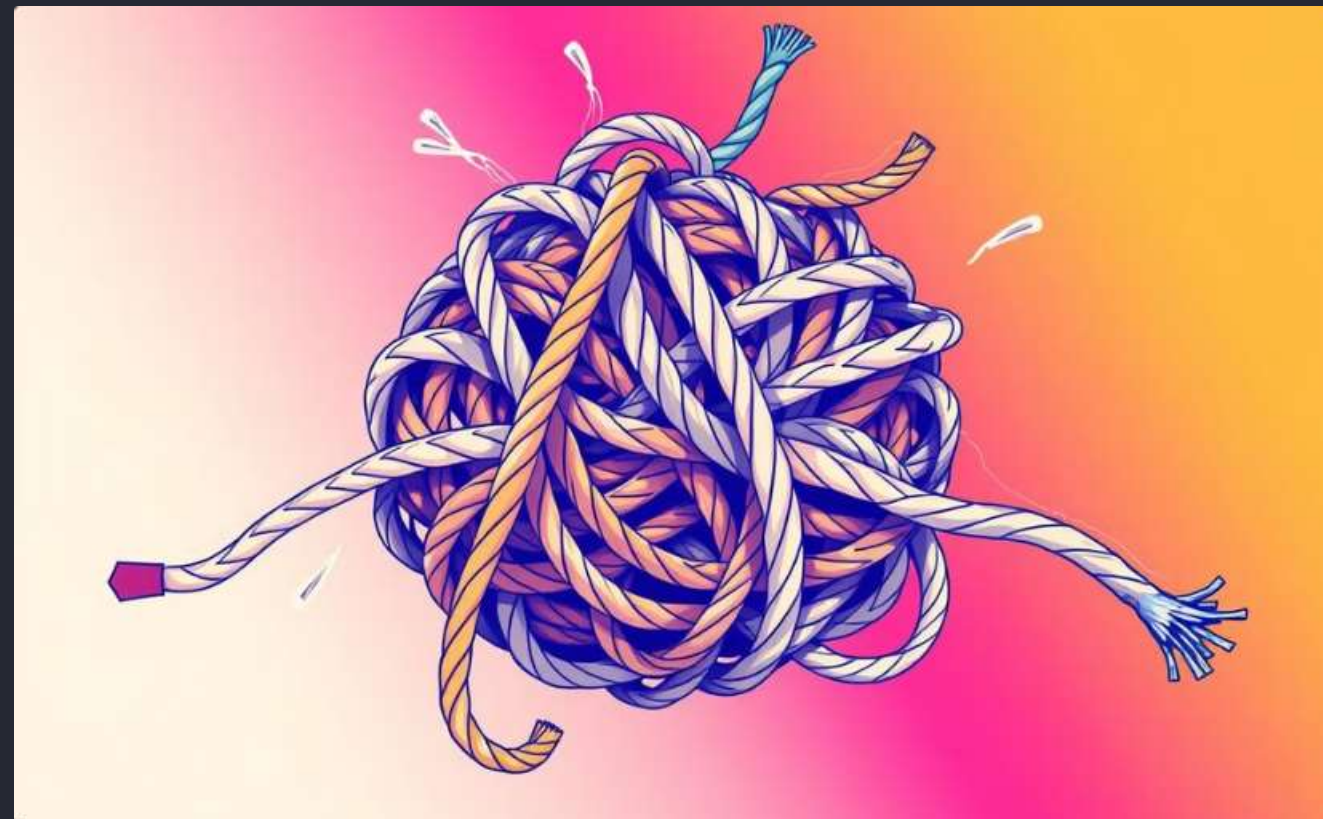


# Guess the Topic - Visuals to engage audience



## Conflict

A clash of opinions or interests.



## Miscommunication

Lack of understanding or misinterpretation.





# Understanding Conflict – Definition and types

1

## Definition

Conflict is a process that occurs when individuals or groups perceive that their goals, interests, or values are incompatible.

2

## Types of Conflict

Common types include interpersonal, intergroup, and intrapersonal conflict, arising from diverse sources.

3

## Conflict Dynamics

Conflict involves multiple dynamics such as escalation, de-escalation, and resolution, influencing its impact.



# Functional vs. Dysfunctional Conflict

## Functional Conflict

Constructive and beneficial conflict that fosters innovation and growth.

- Improves decision-making
- Boosts creativity
- Enhances problem-solving

## Dysfunctional Conflict

Destructive and detrimental conflict that hinders productivity and collaboration.

- Reduces morale
- Increases stress
- Leads to poor performance





# Case Study: Resolving Conflict at XYZ Company

1

## Background

XYZ Company faced a conflict between sales and marketing departments due to conflicting goals and communication gaps.

2

## Intervention

A neutral mediator facilitated open communication, identifying underlying issues and seeking common ground.

3

## Outcome

The conflict was resolved with a collaborative approach, leading to improved communication, aligned goals, and increased productivity.





# Strategies for Conflict Resolution

## Negotiation

A process of discussing and reaching an agreement that satisfies both parties' interests.

## Mediation

A neutral third party facilitates communication and helps parties find a mutually acceptable solution.

## Arbitration

A neutral third party makes a binding decision to resolve the conflict.

# ConfLict. ResoLution







# Practical Exercise: Conflict Simulation

Scenario	Two teams with competing goals.
Roles	Students assume different roles with conflicting perspectives.
Objective	Practice negotiation, communication, and conflict resolution strategies.
Feedback	Reflect on the experience, analyze the process, and identify areas for improvement.





# Key Takeaways



## Conflict is Inevitable

Embrace conflict as an opportunity for learning and growth.



## Effective Communication

Open and honest communication is key to resolving conflict.



## Collaborative Solutions

Seek solutions that benefit all parties involved.



# References and Resources

- Organizational Behaviour by Stephen P. Robbins and Timothy A. Judge
- The 7 Habits of Highly Effective People by Stephen R. Covey
- Harvard Business Review
- Mind Tools - Conflict Management