



Stages of Conflict - Management of Conflict

Welcome to Unit 4 of our Management and Organizational Behaviour course, where we delve into the dynamics of group behavior. Today, we'll explore the stages of conflict and learn effective conflict management strategies.

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Recap: Key Takeaways from Previous Presentation

1 Group Cohesion

The sense of belonging and unity among group members. Strong cohesion can be a source of strength and positive collaboration.

3 Group Roles

Specific sets of behaviors expected from individuals within a group. Different roles contribute to the overall functioning of the group.

2 Group Norms

Shared expectations for behavior within a group. These norms guide members' actions and interactions.

4 Groupthink

A phenomenon where group members prioritize conformity over critical thinking, leading to poor decision-making.



Guess the Topic



Intertwined Threads

Conflict arises from various intertwined factors, creating complex challenges.



Fractured Perception

Conflict can distort perspectives, leading to misinterpretations and misunderstandings.

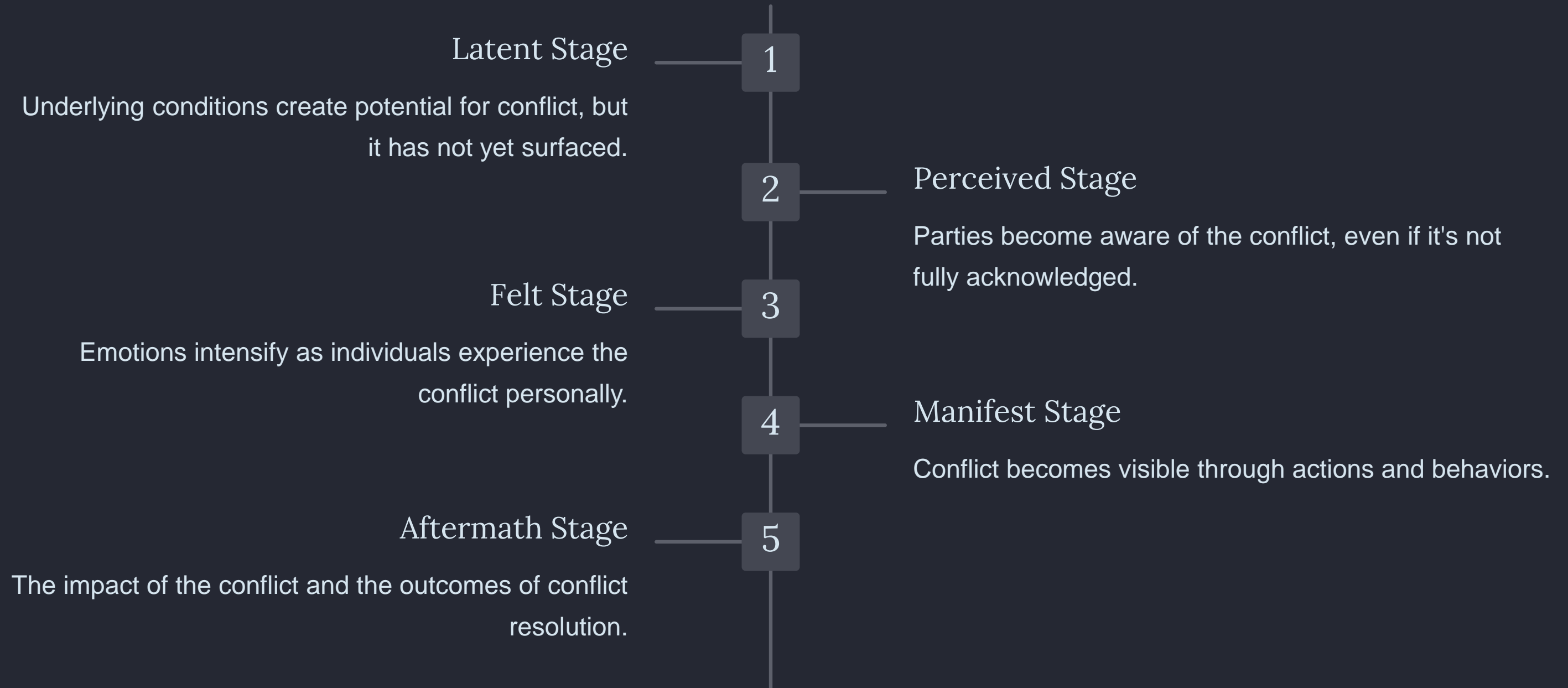


Building Bridges

Conflict resolution requires building bridges of understanding and finding common ground.



Understanding the Stages of Conflict





Strategies for Effective Conflict Management

Collaboration

Finding mutually beneficial solutions through open communication and joint problem-solving.

Compromise

Each party makes concessions to reach a mutually acceptable outcome.

Avoidance

Ignoring or withdrawing from the conflict, which may lead to unresolved issues.



Real-Life Case Study: Resolving Interpersonal Conflict

Scenario	Conflict	Resolution
Two colleagues disagreeing on project deadlines	Lack of clear communication and different expectations.	Open dialogue, compromise on deadlines, and setting clear communication protocols.
Team members with competing priorities	Lack of alignment and conflicting goals.	Prioritization exercises, clear communication, and collaborative decision-making.



Conflict Resolution Role-Play Activity

1

Scenario

Students are divided into pairs and given a conflict scenario to role-play.

2

Role-Play

Students act out the conflict, applying different conflict resolution strategies.

3

Debriefing

The class discusses the effectiveness of different strategies used in the role-play.



Measuring Conflict Management Effectiveness



Reduced Conflict

Decrease in frequency and intensity of conflict episodes.



Improved communication and collaboration among team members.



Increased productivity and improved project performance.



Enhanced team morale and increased job satisfaction.



Test Yourself

1

Stages of Conflict

What are the stages of Conflict?

2

Conflict Management Strategies

List some of the Conflict Management Strategies?

3

Measuring Conflict Management Effectiveness

How do you measure the effectiveness of conflict management?



Summary and Key Learnings

1

Stages of Conflict

Understanding the progression of conflict helps in early intervention and effective management.

2

Conflict Management Strategies

Choosing the appropriate strategy based on the nature of the conflict and the parties involved is crucial.

3

Role of Communication

Clear, open, and honest communication is essential for effective conflict resolution.



Recommended Readings and Online Resources

1. **Book:** "Crucial Confrontations: Tools for Resolving Conflict Without Compromise" by Kerry Patterson, Joseph Grenny, Ron McMillan, and Al Switzler
2. **Article:** "Conflict Management Styles: A Guide for Leaders" by Harvard Business Review
3. **Website:**
<https://www.mindtools.com/commsskills/conflictmanagement.htm>
4. **Website:** <https://www.apa.org/topics/conflict>