**HRM Conflict Case**

**Name of Student**

**Name of institution**

**Overview of the topic**

The topic of the paper is Confronting Conflict that is a very common issue faced by the human resource manager. The paper describes the ways to resolve the conflicts. The paper also describes the various approaches to handle the conflict at the workplace

**Answer 1**

The scenario that I have chosen is the first one because the person involved is married and she will be the most affected among all the people concerned. She has no way to go because on one side is her husband and on the other side is the person who is abusing her.

I will briefly discuss some of the approaches available for conflict management. The conflict management is seen on the basis of two major aspects either the person thinks of his own self or for the other people. Both these factors are measured from high to low based on the interaction of these aspects, we come up with five ways of conflict management. At the top of the system is the integrating style that includes high concern for the person himself as well as for others. The exact opposite is the avoiding style that has low concerns for the person himself and others. An obliging style gives more importance to the person himself as compared to others. A dominating style gives low importance to others and high importance to the person himself. Compromising style is concerned with a medium level of concerns for both the parties (Neil Brewer, 2002).

**Answer 2**

In this case, my style of conflict management will be dominating in which I will have higher importance for my own self and lower importance for the others. Although the concerns of the woman will be considered and catered, the concerns of the guilty party will not be considered. The higher concern for myself will mean that I will make sure that the same thing does not happen again in my jurisdiction of work. The manager has to be dominating in all circumstances. The outcomes of the scenario that will affect the manager will be discussed with the top management to be forcefully implemented.

**Answer 3**

The first step to resolve the conflict is the arrangement of meeting with the people concerned (Lytle, 2015). I will recommend a meeting with both the parties separately in the first place to take their independent opinions. Then later the meeting can be arranged with both the parties jointly.

The rules will be in place for the conversations and meetings so that nobody is able to disrespect other person. There will be no disrespect for both the parties by anyone. The parties will be told to communicate patiently and to listen to the views of each other with respect.

I had met both the parties separately to hear what the y had to say about the incident. I will again ask both the parties to write about the issue. The focus of this exercise is that all the relevant information is collected.

The participants will now exchange their views about each other. The role of the manager will be important at this step. The manager will play a role that will ensure that there is no problem created and the parties talk about each other in a calm manner. The participants will also try to put allegations on each other regarding the happenings. The role of the manager will be moderating and calming down.

The next step is to obtain agreement from both the parties. In the scenario, The manager will decide whether a proper case of harassment can be formed through the available evidence. After this, the manager will ensure that both people accept the happening of the incident especially the person who is guilty of the incident.

At this stage the problem is almost solved. The options considered are meant to bring some improvements in the workplace atmosphere. There should be no option that is perceived as negative by any of the parties. In the scenario under consideration, the transfer of one of the employees may be an option. The issuance of warning can be other but as the case suggested that the manager is violent and may react to the situation adversely, so this option may not be considered. The best option will be to transfer the lady away from the particular office.

My role as a manager will be to accumulate all the findings and present them to the higher management. These findings will also include the solutions extracted from the above conflict resolution process.

The analysis of all the solutions available will be done from the perspectives of the accused and the female. The options related to the manager will be noted by me and will be discussed with the top management. The top management will forcefully implement the changes.

**Answer 4**

The scenario is based on a sexual harassment case. I will gather information about the person accused. The person may also have done the same to some other employees and that remains unreported out of fear. After getting the information, I will take the opinion of the accused to get his further opinion. The top management will be involved at this stage and they will also cross question the accused person.

**Conclusion**

As far as I am concerned, I will recommend dismissal of the person if he is found guilty of the crime. The role of the lady has almost finished and she will continue to work at the same place. The reason for this is that the company will not want the employee to be disturbed any further. Further, she has her own family, if this scenario reaches the family, it may create problems for her.

# References

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