Understanding the Situation and main Sources of Conflict

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In a film *The Dark Knight* there was a scene that depicts conflict and strategies to manage the conflict. The conflict occurred between Coleman Reese, a lawyer and Lucius, the CEO of Wayne Enterprises. Coleman after years of searching finally knew the identity of a Batman. According to him the owner of Wayne enterprises who was Bruce Wayne is the real Batman. He came to meet Lucius and started to threaten him that he will reveal the identity of Bruce Wayne in front of the whole world if he did not pay him $10 million every year for the rest of his life. Coleman's attitude was extremely rude and aggressive yet Lucius was a bit calm in the whole scenario (Nolan, The Dark Knight, 2008).

The main goal of Coleman to get a huge amount of money so that he would not have to work for the rest of life. On the other hand, Lucius's goal was to protect the identity of Batman without paying Coleman a huge amount of money. This was a very difficult situation for Lucius as Coleman was not ready for any negotiations so he had to think of a solution where he could protect Batman identity. Lucius then ingeniously manipulated by telling him that revealing Batman’s identity would be very beneficial for the company as people love Batman. He then threatens Coleman by reminding him the fighting power of Batman. Lucius in the scene used the conflict avoiding strategy. According to this technique, a person simply avoids conflict by not helping the other party reaching their goals. In the scene as well Lucius avoided the conflict by reminding Coleman that the identity revelation of Batman would benefit the company. However, when Coleman was still forcing Lucius to pay the money then he used a competing strategy or also known as forcing style strategy where he threatens Coleman by saying he would have to face severe consequences if he revealed the identity. However, at last Coleman had to surrender as he was not able to negotiate properly.

In a scenario mentioned the results of a conflict were very clear. It was a win-win situation for Lucius as he successfully managed the situation by using conflict management strategies. In contrast, it was a lose-lose situation for Coleman as he not only lost the opportunity of getting paid but had to face the consequences of threating Batman. Negotiation is an arrangement of a binding agreement between two parties yet in the scenario mentioned above there were many situations where the communication between both parties was not ethical. Due to this, they were not able to negotiate properly. For instance, Coleman should not have directly threatened to reveal the identity as it could damage Batman's reputation. In fact, if he knew about the identity he could have used it to gain benefit rather than he became extremely aggressive and forced Lucius to pay the money. On the other hand, Lucius should not have threatened Coleman by reminding him of the powers of Batman rather he should have solved the situation without involving Batman.

The outcomes of the conflict would be much different if Coleman without being aggressive calmly explain to Lucius that he could reveal Batman's identity. Also, he did not have any alternative plan that he could use while dealing with Lucius and he immediately demanded the money rather than initiating negotiations. Due to which he lost the negotiation process and could not avail the opportunity of getting paid for the rest of his life. The outcome could be improved if Coleman would have approached Lucius calmly and politely.

# References

Nolan, C. (Director). (2008). *The Dark Knight* [Motion Picture].