Conflict Resolution

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**Employee Dispute**

In the last August 2019, a dispute came to see. The dispute was concerned about the performance issue. Hazel is a woman who has been working as a copywriter for the last two years at a boutique marketing agency. The performance reviews and work quality of Hazel were much positive and appreciated by almost all of the clients of the agency. After some time, round about August 02, 2019 the employee just realized that she is getting paid for less than other copywriters working here as well as her salary and benefits are also lower than of the general salary packages of a copywriter in the same industry and market. As a result, she came to share her concern with her manager so that an action can be taken by the agency to meet the concerns.

After she discussed the concern with her manager, she found no interest from the manager not she got any involvement of the manager regarding her concern or issue. While she has been warned that she should not bring such concerns next time. Hence, conflict and dispute between Hazel and the manager raised. The dispute raised because the job of her manager here was to convey her concern while he replied in a negative way while the concerned management was fully unaware of it. This means that the manager’s responsibility was to communicate her concern with the concerned management or department instead of responding to her in a negative manner (Singer, 2018).

**Ways to Mitigate Conflict in the Workplace**

There is a number of ways and techniques through which the conflict like above, can be mitigated in an effective manner. But some of the most credible and highly and effectively working ways are the following.

1. **Assisting Staff and Managers to Develop Positive Work Relationships**

In all of the ways that are used to mitigate conflict in the workplace, the process of helping staff members and managers to develop positive work relationships is used the most. This way or technique is used the most because it ensures the long terms of improvement in the relationships of the employees and managers which leads to very fewer possibilities of conflict and disputes in the workplace.

In this way, the employees have to be given the opportunity to understand and get to know each other including the managers. So as a result, they would better understand each other and would be feeling comfortable with one another. It can be done by the provision of opportunities for their social interactions on a permanent basis by assigning assignments that bring employees and managers nearer to one another (Currie, et.al, 2017). Beyond that, many pieces of training can also be provided with this technique.

1. **Implementation of Team Building Activities**

Implementing team building activities is also an effective way to mitigate conflict in the workplace. Through this, the relationships among employees and managers or managers can be improved efficiently through the process of performance development. This is an effective way because the activities in this method provide better opportunities for the employees and managers to have strong and comfortable relations and teams (Currie, et.al, 2017). In short, the employees and managers can be made the people who accept each other’s behavior, concerns and value everything about each other so that such problems and conflicts could be resolved.

1. **Development of Effective Communication Channels**

Communication channels between the employees such as Hazel and the concerned management or department are very important. In this case, listed above, if Hazel has the proper communication channel with the concerned department(s) then she would directly communicate her concern with the department instead of sharing it with the manager, as a result, the problem and dispute or conflict would not come to see (Parlevliet, 2015). In this way, the communication channels can also be improved within the teams and managers as well as within the entire organization through the strategic application of problem-solving techniques such as meetings, face to face communication, and other organizational tools.

1. **Developing the Environment That Ensures Participation**

One of the best ways to mitigate conflict in the workplace is to develop an environment that ensures support and participation in the concerns of others. It can be done through the development of programs where employees and managers are involved in a way that supports each other in the issues or problems facing them (Currie, et.al, 2017). For example, the development of an environment which ensures support and participation in each other’s concerns could lead to support from Hazel’s manager regarding the issues instead of the negative response of the manager towards Hazel.

**Advantages and Disadvantages of a One-On-One Approach in Resolving the Conflict**

**Advantages of a One-On-One Approach**

There is not only a single advantage of the one-on-one approach of resolving the conflict in the case. But there is several advantages are there such as;

1. One on one approach is the approach that strengthens and improves the relationships between the managers and the employees work under their supervision. Every individual prefers to have someone as a supervisor who listens to him or her and supports in every issue they have. So one to one approach is the way that could allow Hazel and her manager to understand each other and discuss the concern and know that what each of them has to do rather them involving in conflict with one another.
2. One on one approach of resolving conflict in the case discussed above can be the way or method that develops or build loyalty between employees and managers. One to one approach provides this advantages because when there is one on one communication then people understand each other as well as support each other at the result (Parlevliet, 2015). While this further leads to loyalty among them.
3. Despite the above benefits, one of the crucial benefits of the one on one approach is, it benefits people from both sides. This does so because it allows the individuals to share and discuss the needs, concerns, issues, objectives, and expectations of one another or from each other. Despite this, one on one approach also provides an advantage to have undivided attention towards the matter under discussion.
4. One on one is the approach that allows both parties to give beneficial and insightful feedback to the party in front. This approach offers the opportunity to the manager to share his or her experiences and suggestions with each of the employees personally. Sharing suggestions and feedbacks personally with each employee brings better results because giving feedbacks in groups is found uncomfortable by the employees (Currie, et.al, 2017). While with one on one approach, employees such as Hazel in the case above can be assisted with how to move forward with the concern she has at hand.

 **Disadvantages of One-On-One Approach**

As every coin has two sides, there are some disadvantages of one-on-one approach as well which are;

1. An in-depth conversation which clarifies everything cannot be developed in the one on one approach
2. The feedback in this approach should be two way, so it could be difficult to receive proper feedback.
3. There is a possibility the additional work can be generated if the one on one approach of meeting brings effective results.
4. In one on one approach, it can be very tough to accomplish the desired objective if you have too many direct reports (Singer, 2018).
5. The one on one approach is likely to be postponed easily than other approaches available.

**Scenario**

The case listed in the first phase of this paper is the best scenario where the conflict needs to go to Mediation. In the case listed above, the scenario is like the Hazel has a concern to bring forward towards the concerned department that she is not getting worth paid as she perceives and compare with others in and outside the agency she is working at. For the purpose, she communicated her concerned with her manager but she got a negative response and almost rejection form the manager which led to conflict between both “Hazel and her manager”. So the case and scenario of the case go to the mediation because the case and scenario here need a constructive way to resolve the issues and conflict for both sides. While similarly, mediation is the method which hence provides a constructive way for both parties to air their concerns and issues and to have a resolving third party that works to resolve their issue and conflict. This scenario goes to the mediation because there is an involvement of tangible assets from Hazel's side and that asset is the salary while mediation is the process that helps both parties to know what the risks they have to face.

In this case and scenario, when the mediation has been considered as the third party and resolving party for both parties then both of the parties would be feeling more comfortable regarding the productive and positive outcomes for both of them. Here both of the parties expect positive results because the method of meditation is a diplomatic method of resolving the issues like one we have under discussion, as well as the parties in the scenario are not required to follow the rules and policies of law when there is involvement of mediation to resolve the conflict. Beyond that, negotiation is almost the best solution in this case because it allows both Hazel and Manager to pass out the ways and ideas for the solution of the Hazel problems and to maintain the responsibility to eliminate the emotional and conflicting factors.

**Advantages and Disadvantages of Mediation Approach**

**Advantages**

* It is a fine and effective way to resolve the conflict because it is comparatively a quick process than the litigation.
* It demonstrates a willingness to get the negotiation when both parties agree.
* It facilitates and encourages discussions between both parties so that the conflict can be resolved in a positive manner.
* It is a wider approach to resolve the conflict and dispute because it provides a wider range of results to both parties with more than a single option (McKenzie, 2015).
* It is an effective way because it could allow both parties to hear the opposing side and view it in a non-confrontational environment.

**Disadvantages**

* The concerns sometimes exist around the enforceability of an agreement of mediation.
* It cannot be easy if one party such as Hazel or Manager has to withhold information.
* If a party prefers or wants a public disclosure, then mediation cannot be found appropriate.
* Any poor and unproductive result may come to see if an unskilled mediator has been utilized to resolve the conflict (McKenzie, 2015).

**Issues, Litigation Causes For Both Parties**

It a fact the litigation can be a good approach to use for resolving different conflicts. But it is also a reality that every coin has two sides. Similarly, litigation also causes some issues for both parties in the case and scenario we have at hand. Hence, some crucial issues are but not only the examined

1. **Lack Of Filtering Down The Work And Payment**

Litigation is the process and approach that assists in mitigating conflict and resolve disputes. But the problem that litigation creates is also very critical. Litigation sometimes leads to a very poor and weak process that inefficiently filter the job done by one such as Hazel and the payment made for that job done by the individual. While it is important to deal with the inefficiencies instead (McKenzie, 2015).

1. **Huge Costs**

Litigation and its lengthy and complex process create extra and higher costs for both parties in comparison to the other approaches or methods because it is very intensive and highly time-consuming as it is lengthy.

1. **Long** **Court Process And Systems**

The third issue that litigation creates for both parties is it would get them engaged in the long court process and systems rather than finding a quick solution for the issue or concern (McKenzie, 2015). So here, both parties would get involved in more worries and problems if the court despite the problem (conflict) they already have.

**Strategy for Resolving the Dispute**

Several strategies are used to resolve disputes but the perfect strategy for the dispute we have is Collaborating.

**Collaborating Strategy**

Collaboration is the best strategy here because it works through the integration of ideas by multiple people including the parties of conflict where the goal is to get the best possible solution acceptable to both sides. While here, we need to have a solution which is acceptable to both Hazel and Manager which should be generated by the ideas of these both and other important people involved. So that is why Collaborating can be the best and perfect strategy for resolving the conflict and/or dispute (Parlevliet, 2015).

**References**

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