**How to resolve conflicts**

Your Name (First M. Last)

School or Institution Name (University at Place or Town, State)

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Managing team is not an easy task. When different people with different backgrounds and perspectives are put in a similar team, conflicts are unavoidable. Many researches prove that certain types of conflicts are necessary to increase productivity. Task conflicts and relationship are the two most common and inevitable types of conflicts that take place in every team.

Task conflicts are the task-led conflicts that occur due to different approached suggested by the team members for task execution. A difference in understanding of the goals, solutions, and opinion becomes the basis of the task conflicts. If issues are not resolved can result in lack of productivity. Not always all the outcomes of the task conflicts are bad. The difference of suggestions can always lead to better ideas that can prove to be beneficial for the Organization whereas relationships goals can emerge from the unresolved task conflicts. These are based on personal interests, envy and personal agendas. These can result in a negative environment in the workplace.

Role of manager is critical in these conflicts. Handling the issues right can lead to resolution and productivity. The first thing that a manager needs to do is to understand that these are unavoidable conflicts, but these can be managed. He can use Information Importance grid technique. He can arrange a meeting and let everyone present their point of views. Of some employee interrupt manager, should stops him, and give everyone a chance to present their problems. Then he should reassure employees that their issues or concerns will be resolved according to the priority order of the issues, it makes every employee feel valued. Another approach is to leave the employees to resolve their personal issues on their own, for some period of time. But if employees failed to do so, then the manager should intervene. Another technique that manager should use is perspective-taking, this will allow him to enable communication between the employees and himself, to develop a deep understanding of the other members and about their feelings. This will help in comprehending the complex issues, which can lead to resolution(Sessa, n.d.).

**References**

Sessa, V. I. (n.d.). Turning Conflict Into a Tool for Team Effectiveness. Retrieved March 16, 2019, from https://www.strategy-business.com/article/17594?gko=73cd6