Conflict Identification and Resolution

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**Introduction**

Our society is a mixture of different cultures. Whenever different cultures interact together, a conflict is going to rise. Generally, there are many reasons for the conflict. Different people tried to access the right reason for the conflict. According to Karl Marx Conflict theory, society will always be in a mode of conflict due to the competition that arises for the acquisition of limited resources. Social order according to him is domination and power driven, rather than conformity and consensus. According to the modern theory of conflict presented by C. Wright Mills, the creation of the social structure is done through the conflict that arises due to the people different resources and resources. Resources and the individuals, on the other hand, are charged by these structures and resources and power unequal distribution in the society.

**Discussion**

In a business or organizational setting, for the sake of harmonious and successful workplace, many aspects have to be looked upon by the management. The most important aspects that should always be looked upon is conflict presence. Conflict can be internal or external. When the conflict happens within an individual then we can say that the conflict is of internal nature. On the other hand, if a conflict arises between two or more than two individuals or between different groups, it is said to be the conflict of external nature. In any type of the environment, even in the organization and the workplace, the conflict will always be going to happen. When a goal is the same but there are significant differences among the orientations and the backgrounds of the employees, the conflict would arise. In an organizational setting, many different aspects such as attitudes, values, expectations, needs, point of views and the personalities can cause the conflict in a company. Although as stated earlier, the conflict is inevitable, it can be resolved and minimized when managed properly.

For the sake of the present discussion, I will give an example from my present organization. During my working in the present organization, a conflict was caused due to the performance-related review and its origination is due to the negative feedback that an employee got due to the feedback. We know that negative feedback is unaccepted by every employee working in the organization. It is because nobody wants to be a demerit, socially and economically. Generally, the performance reviews in most of the organization are done in intervals spanning 3-12 months period. But some of the organization also established the system of the feedback that follows monthly and the bi-monthly performance review system. In the present case about which I am talking about, the manager reviews the performance every month. The main aim of the monthly review was to give the feedback to the employee of their performance during the month so that performance in the weak areas could be sorted out and thus help the employee to improve and lack of performance.

Whenever an employee gets a negative comment or a review that is related to the employee's performance, the escalation of the conflict arises or as a consequence leads to negative working attitude. The same thing happens here along the lines. Since in this case, the salary of the employee is bound with the review of performance that is carried out by the monthly feedback by the manager, it led to fury and the demotivation. The bad review caused the employee to be angry over his current supervisor. The sensitivity of the situation happens due to the subordinate and the manager heated argument.

The reason that led to the conflict was to some extent related to the interpersonal issues and the common perception was that the conflict is caused due to the differences among the personal basic differences between these two people. The point of view of the employee is that the setting of the target by the manager is too ambitious for him which led to his failure. Moreover, the guidance by the manager that is necessary for the performed task was also not properly provided that could help in achieving the target set for the employee.

The growing sensitive situation keeps on becoming intense till one of the organization senior official intervened and as a negotiation first step, held a meeting between the subordinate and the manager in order to bring some understanding between the two. The employee perspective is that he felt bullied and the common understanding between him and the manager is on a negligible scale. After some of the basic misunderstanding point resolution, the time-bound plan was created by the officials where the weaknesses pointed out by the manager had to be resolved by the employee by the manager's guidance.

If this conflict kept on neglected and keep on growing, then at a certain point in time, it would become very large to resolve. Therefore if the outcome of valuable employee loss has to be avoided by the company, then it is vital to actively resolve such issues. Otherwise, the feeling of discrimination will occur in the employee's mind that eventually leads to the employee parting with the company.

Several outcomes could have been there for the process of resolution. The employees and manager dissent would be increased further. Since the dissent would be high, as a consequence of this, the differences that are related to their personalities would have grown again. This could lead to bad feelings harboring against one another in the long term. In the 2nd case, if the process of the resolution is not handled wisely, it could be assumed by the employee that the process is of disciplinary nature and the strictness is shown by the management on him and he was compelled in agreeing with his supervisor.

The third outcome would be that in this situation, both the supervisor and the subordinate after being heard patiently and brought together would be able to understand and find the issue that is underlying and thus was able to find an alternative. The situation is handled by the senior officials harmoniously that helped both of them in understanding the situation and help them in building a framework that would enable them to resolve the conflict through collaboration.

When the teams are handled by the managers, the conflicts would be resolved through the competition and the collaboration without any rise given to the dissent within the team. The conflict that arises due to the external conflict within the group can have an adverse effect on the whole group performance. Therefore, the good practice is to collaborate and make some sort of the compromises between the parties if the resolution of the issue is to be done peacefully. Conflicts resolution can be achieved through mutual agreement and understanding, and by ignoring these issues would result in the level growing that would make it difficult for the solution to take place.

**Conclusion**

Conflict can result in the formulation of new research information and increases or tighten the unity and group performances. A group or an individual's ability to holds power or skills that are related to the skills of conflict management will also be quantified. On the contrary, the conflict existence may cause resolution and the decision formulation delay especially if the conflict is not managed properly. Although the cohesion of the group is increased, it would have an obstacle in the job smooth flow.

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