CONFLICTS AT WORK AND DEALING WITH IT EFFICIENTLY

[1]N.Sai Manikanta Kumar, [2]Y.Rajesh, [3]Dr.Ch.Nirmal Chand

[1]Student, [2]Student, [3]Head of the Department, MBA(Final) Department of Business and Management Studies, Gudlavalleru Engineering College, Gudlavalleru.

***Abstract*:** **This one is about the significant part of the board in overseeing hierarchical conflicts. Conflicts are the regular result of association among individuals in every association, except they are likewise intricate and require the inclusion of the executives in tackling them. Conflicts influence all fragments of the association. Helpless peace promotion builds the degree of stress, lessens the inspiration of representatives, contrarily influences the work effectiveness and profitability of the association. Then again, the executives that sufficiently oversees conflicts can change conflicts into new possibilities and improve their business. Presently, we will analyze the mentalities of representatives from administration organizations according to conflicts, decide the effect of contentions on work, and look at the conduct of workers in struggle circumstances, for example, relational relations in the noticed associations and relational connections among individuals and administration clients.**

***Keywords*:** **Conflicts, resolution, groups, disagreement.**

INTRODUCTION

Talking about the workplace conflicts, these are also called organizational conflicts. Generally, when people from various places having different cultures, different traditions have different mindset and their thinking will also vary from individual to individual. This maybe a root cause for the conflict between two persons in an organisation. Conflicts should be resolved as soon as possible, so that in order to create healthy as well as harmonious relationship among employees in the organization which in turn increases the productivity level of the organization. Conflicts are sometimes considered as good and necessary which are related to the growth of the organization.

There are various causes for the conflicts occurring in an organization. The recognition from where that particular conflict arose is necessary in order to resolve it. In a nutshell, conflicts are healthy and some are destructive. The ones which are destructive are to be avoided and those should be resolved as soon as possible.

Causes of conflict are complex. As said earlier, there may be various reasons behind this. Understand how conflict arises at work can be very helpful for anticipating situations that may become trouble. Here are some of the causes of the conflict that generally occurs:

- Various cultures and assumptions
- Differing in values, opinions and beliefs.
- Lack of sensitivity to race, gender, age, class, education and ability.
- Poor people skills, especially communication skills.
- Volatile, fast-changing workplaces.
- Limits on resources, physical and psychological.

Conflicts can prompt hurt sentiments, dissatisfaction, and distress. At the point when taken care of in an undesirable way, it can cause unsalvageable cracks, feelings of disdain, and separations. In any case, when struggle is settled in a sound way, it expands your comprehension of the other individual, forms trust, and fortifies your connections. Fortifying relationship in the association is significant in light of the fact that it brings about collaboration, which helps the workers and the association a lot simpler in accomplishing the authoritative targets.

In the event that you are distant from your sentiments or so focused on that you can just focus on a set number of feelings, you won't have the option to comprehend your own necessities. This will make it difficult to speak with others and set up what's truly alarming you.

The conflicts should be resolved always within the least possible time. If the employees are always in fight, they may not concentrate on their work properly and that results in the poor performance level. An organization is not meant for charity. It always tries to earn profit and every single motive or objectives are related to that. In order to achieve the target set by the organization, all the employees in the organization should give their hundred percent. This can only be achieved if the employees have proper understanding and good relations among them. So, there should be no such conflicts which are destructive in the nature. The management should be capable of resolving the conflicts in a healthy way and demotivate them in involving in such activities and try to motivate them to strive for the organizational objectives.

REVIEW OF LITERATURE:

Mary Parker FoIIett simply defines conflict as, "the appearance of difference, difference of opinions, of interests".

Thomas Chung and Rich Megginson define conflict as, "the struggle between incompatible or struggling needs, wishes, ideas, interests or people. Conflict arises when individuals or groups encounter goals that both parties cannot obtain satisfactorily".

According to David L. Austin (1972), "It can be defined as a disagreement between two or more individuals or groups, with each individual or group trying to gain acceptance of its view or objectives over others".

RESEARCH OBJECTIVES:

✧ To understand the consequences when conflict arise in the organization.
✧ To recognize skill sets applicable to conflict management.
✧ To understand the importance of the relation among the employees in an organization.

RESEARCH METHODOLOGY:

To accomplish research targets, information were gathered from various sources to accomplish triangulation to address build legitimacy, and more extravagant and more responsible outcomes (Jick, 1979; Yin, 2003). In this exploration, the case was worked by writing audit, venture archive survey, talk with review, and contextual investigation. At that point, the multi-source information were broke down, utilizing the substance examination and interpersonal organization investigation to develop hypothetical model for program peace making.

TYPES OF CONFLICTS:

• Intrapersonal

• Interpersonal

• Intragroup

• Intergroup

Intrapersonal Conflict

The intrapersonal conflict is strife experienced by a solitary person, when their own objectives, qualities or jobs wander. A legal advisor may encounter a contention of qualities when he speaks to a litigant he knows to be liable of the charges brought against him. A laborer whose objective it is to procure her MBA may encounter an intrapersonal struggle when she's offered a place that expects her to move to an alternate state. Or then again it very well may be a job struggle where a laborer may need to pick between supper with customers or supper with family.

Interpersonal Conflict

This is the most common type of conflict in an organization. Interpersonal conflict means the conflict is between two persons or more. Suppose two persons are working together in an organization, out of which if one does not give respect the feelings, views of the other, there conflict between them can arise. Such type of conflict is said to be the interpersonal conflict.
        And this interpersonal conflict maybe either horizontal conflict i.e., between the subordinates or vertical conflict I.e., between the subordinate and employer.

Intragroup Conflict

Intragroup conflict is a type of conflict that refers to the conflict between two persons or more belonging to a particular group regarding goals, objectives, etc. For example, the board of directors of a company decided to introduce new products by taking risk. Here, intragroup conflict risk arises because discussion takes place consdering the risk and there starts the conflict among them.

Intergroup Conflict

Intergroup conflict means the conflict which arises between two groups. These groups can be of two types. The two groups maybe from within a single organization, or one group from inside the organization and the other group from the other organization. Both

are considered to be the intergroup conflict. Examples of intergroup conflicts are between work departments, between companies, between nations or between political parties, etc.

LIMITATIONS:

- It is seriously harmful because people do not work according to the organizational objectives.

- It is undesirable because it creates distrusts and suspicion in the minds of people the organization. It develops a sense of frustration instead of a sprite of cooperation.

- Conflict involves intensification of internalization of sub-unit goals ignoring the overall organizational goals.

- Conflicts result in weakening the organization as a whole.

- Conflict with management may lose its objectivity and treat the disagreement as disloyalty and rebellion.

- As a consequence of conflict, there may be flight of personnel from the organization and the situations.

- Some dynamic and right thinking may quit the organization in case there are constant intra-individual and inter-individual conflicts.

- Increase in the labour turnover may take place due to the organizational conflicts.

- Higher level of tensions and frustrations arise due to the conflicts.

MANAGING AND RESOLVING CONFLICTS:

1. Clarify what is the source of conflict.

The first thing to be done is to clarify the source of conflict. You must know the source of the confict exactly in order to resolve the conflict. You should keep questioning both the parties until you get the exact information needed so that you are capable of resolving the issue. This is the best and the first step to be followed in order to resolve the conflict. By listening to both the parties, the conflict should be resolved.

2. Get a safe and private place to talk.

You should find a safe and private place to talk. You should select such place that is comfortable to both the parties so that they can express their feelings much better. Yes, the environment present around us helps to talk out peacefully. The place should not be the office or near to it. When one expresses his feelings, views exactly, it will be then easier to resolve the conflict between them. In order to bring out them, environment should be created in such a way that both the parties can express their views freely.

3. Listen actively and let everyone have their say.

After getting the both parties to a safer and a private place, listen to them and give both the parties equal time and let them have their say. Without supporting one particular person, listen to both of them actively and give enough time to each of them to express their views. This interaction with them is considered very important in resolving the conflicts because once you listen to their arguments, you can have an idea how to deal with the situation and can have a solution accordingly.

4. Investigate the situation.

After listening to them, take some time and investigate what actually happened. Don't prejudge without knowing anything completely. Rethink the statements what they have made. Have an individual discussion with them. That helps you a lot. You should dig as much as you can so that you will come to know what actually happened and can act accordingly. Try to listen in a keen way while they are speaking and rethink the statements and come to a decision after investigating deeply.

5. Determine ways to meet the common goal.

When overseeing strife measures, you have to have a typical target, which is settling the issue and guaranteeing it doesn't reemerge. Furthermore, to tackle any issue, you should know about the various phases of contention. This will empower you to search for the ideal approaches to meet the shared objective. In the wake of explaining the wellspring of contention, conversing with the two players, and examining the circumstance, you have to plunk down with the two players and talk about the basic ways you can execute to meet the shared objective, which is overseeing and settling the current issue. Tune in, impart and conceptualize together until you exhaust all alternatives.

6. Concur on the best arrangement and decide the obligations each gathering has in the goal.

Overseeing and settling strife jumps model of correspondence. Representatives will think that its simple to connect with another as they comprehend that they have one objective, which is meeting the organization's goals. In this way, subsequent to researching the circumstance and decide courses through which you can resolve the issue, the two players need to build up an end on the best answer for the issue. What's

more, to concur on the best, you have to distinguish the arrangements which each gathering can live with. Discover shared view. Thereafter, decide the duties each gathering has in settling the contention. Additionally, it is significant to utilize this opportunity to recognize the main driver and guarantee this issue won't come about once more.

7. Assess how things are proceeding to choose protection techniques for what's to come.

You should not think that the issue is solved and should keep an eye how things are going and should evaluate them. You have to decide the strategies before itself thinking that the issue is not resolved. As prevention is always better than cure, it is always advised to do in such way. In the future, if the problem still continues or if it arises again, necessary action should be taken.

CONCLUSION:

Conflicts are very normal when different people with different cultures, different traditions, different mindsets work together. In one way, they can be helpful and in other way, they can be destructive. Those conflicts which are considered destructive, they need the management to be included and resolve them in a healthy manner by taking the views of both the parties. Management should consider the conflicts seriously as they affect the performance of the employees in the organisation. One should respect the views of both the parties and take action accordingly.

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