

Conflicts

It is a Interpersonal process that arises from disagreement over goals or the methods to accomplish their goals.

The Various Conflict Resolution Actions are

- 1) Problem Solving.
- 2) Avoidance
- 3) Smoothing
- 4) Compromise
- 5) Confrontation

Problem Solving :-

Here the conflicting parties come together with the objective of solving mutual problems.



(2) Avoidance: It is a method by which one party may withdraw from the conflict.

(3) Smoothing: It is a process of playing down differences that exist between individuals or groups. Here differences are suppressed and similarities are focussed.

(4) Compromise: There are External/Third party Interventions internal compromise between conflicting parties, by negotiation and voting.

When there is intervention through third party for compromise it is called mediation. where there is no intervention of third party then it is called Bargaining.

In compromise, both parties give up something to resolve their conflict. Such type of act usually occurs between management and workers.

(5) Confrontation: It is a process by which conflicting parties take a rigid stand which leads to confrontation to settle the conflict.

This leads to win-lose situation.

This is not an ideal technique to resolve conflict.

Outcome of Conflict Resolution

Party A's outcome	Win-win	Win-lose	1) Win-win situation - Both party feel satisfied. 2) Lose-lose situation - Both Party feel cheated.
	Lose-win	Lose-lose	
Party B's outcome			(3) Other Two Alternatives - Zero-Sum game. It leads to more conflicts.