CONFLICT MANAGEMENT AND TECHNIQUES INVOLVED IN CONFLICT RESOLUTION

Anazia Gary, Queen's University Belfast

Conflicts are inevitable once variety of individuals is operating along. Conflict is outlined as "*difference in opinion or some reasonably disagreement between two or a lot of parties*". Conflicts ought to be resolved effectively. It's not solely necessary to resolve the conflict, however is also equally necessary to confirm that the parties concerned in conflict don't unnecessarily find yourself being in any reasonably emotional stress throughout the resolution method of the conflict.

Hanging a balance between breakdown the conflict to seek out the choice and maintaining the emotional prosperity of individuals concerned are important to prosperous conflict management. Hence it's necessary to know clearly, what's a conflict, why conflict happens, challenges in breakdown conflicts and numerous strategies for breakdown conflicts.

There are two views on conflicts or the therefore known as variations in opinion between folks. The standard read says "*conflicts are unhealthy and will be all discouraged*", and also the new fashionable read says "*conflicts are often constructive and sensible and alternative ways of thinking ought to be inspired to induce multiple ideas and solutions to issues in hand*". Let us approach conflict management with the thought that conflicts are often sensible for the team Erickson (2001). Therefore for effective conflict management, there's a desire for making a right atmosphere that empowers folks to suppose originally and encourages them to place forth their suggestions and opinions without worrying. And also the members are inspired to resolve conflicts among themselves with an awfully open and cooperative mind. Folks ought to rise on top of their personal emotions whereas breakdown conflicts and that they ought to believe the ultimate goals of the project or add hand.

A manager ought to intervene in breakdown a conflict once the concerned team members won't be ready to resolve on their own. Some of the sources of conflict embrace disagreements on schedules, cost, priorities, technical opinions, resources, body procedures and temperament. Temperament connected conflicts ought to utterly be discouraged.

Some of the Conflict Resolution Techniques are as Follows:

1. Downside finding/collaboration/coping

In this technique, folks concerned within the conflict or having a distinction in opinion, they are available forward to debate the matter at hand with an awfully open mind. They target breakdown the conflict and finding the most effective alternative/solution for the team. They discuss by rising on top of personal emotions with the only intention to finding what's best for the team. This results in a win-win reasonably associate outcome. Here everybody collaborates.

2. Compromising/reconciling

Sometimes surely conflicts, there'll be a desire for the concerned parties to consider a middle path whereby each parties conceive to hand over one thing and determine a resolution. This type of answer are temporary for that moment and don't seem to be long lasting answer. This results in lose-lose reasonably associate outcome as each parties could feel they need lost one thing.

3. Withdrawing/avoiding

In some state of affairs one amongst the parties within the conflict could conceive to retract from the discussion and permits going with the opposite person's opinion. Or some state of affairs, one amongst the parties could conceive to utterly avoid the conflict by maintaining silence Lederach (1995). This works well in state of affairs wherever one amongst the parties within the conflict is showing emotion charged up or is angry. Hence avoiding any conflict resolution provides a "*cooling off*" amount to the folks concerned so they'll later return for significant resolution Shriver (1995).

4. Forcing/competing

In some things, an individual magisterially and power will force his/her opinion and resolves the conflict while not giving any likelihood to the opposite party/person. These results in a win-lose reasonably associate outcome. Somebody could find you feeling as a loser whereas the opposite person magisterially could feel as a winner. This system is often used if we have a tendency to see the conflicts are uncalled-for and principally harmful for the team.

5. Smoothing/accommodating

This is a method that is employed once the atmosphere appears to be full of apprehension/distrust among the parties concerned. And nobody is coming back forward for breakdown the conflict Wustenberg (1998). In these reasonably situations, one amongst the parties will take control and tries to sleek the encompassing by mistreatment nice words and by accentuation on the points of agreements and enjoying down on the points of disagreements. This may work as catalyst to interrupt the discomfort between the concerned parties by making a sense of trust and encourages them to return forward and resolve the conflict.

REFERENCES

Erickson, M. (2001). Reconciliation and the search for a shared moral landscape. *Journal of Theology for Southern Africa*, 19-42.

Lederach, J.P. (1995). *Preparing for peace: Conflict transformation across cultures*. New York: Syracuse University Press.

Shriver, D.W. (1995). *An ethic for economies: Forgiveness in politics*. New York: Oxford University Press.

Uwazie, E. (2000). *Social relations and peacekeeping among the Igbo*. In William, 2. (Ed.). Traditional cures for modern conflicts: African Conflict Medicine, 150-153.

Wustenberg, R.K. (1998). *Wahrhe it recht and versohnung*. Frankfurt: Peter Lang.