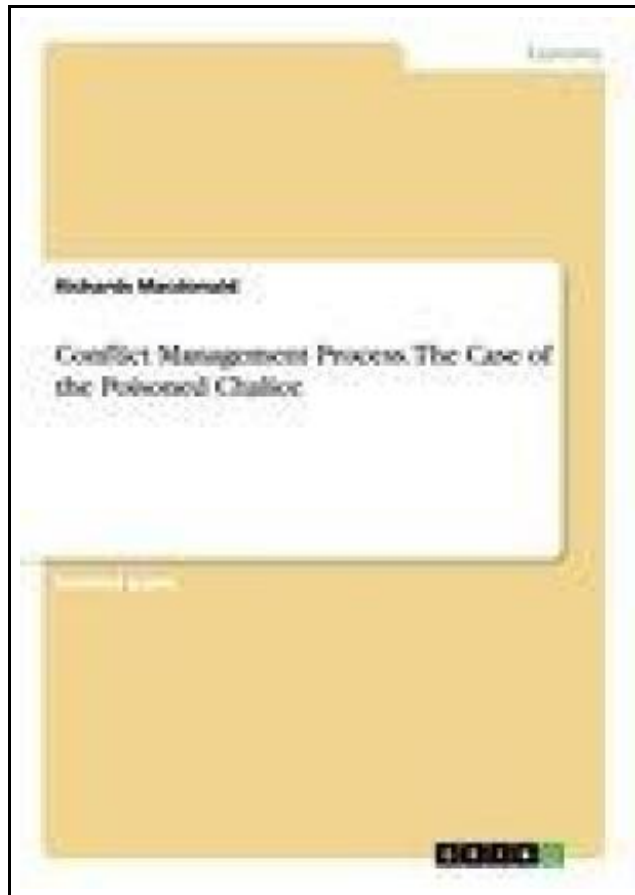


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CONFLICT MANAGEMENT PROCESS. THE CASE OF THE POISONED CHALICE



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Grin Verlag Gmbh Jul 2013, 2013. Taschenbuch. Book Condition: Neu. 210x148x2 mm. This item is printed on demand - Print on Demand Titel. - Seminar paper from the year 2012 in the subject Business economics - Business Management, Corporate Governance, printed single-sided, grade: B, University of Cambridge, language: English, abstract: Constant organizational changes inevitably lead to interpersonal and group conflicts within organizations. In order to mitigate the negative consequences of unresolved conflict, the conflict management process must be carefully managed. The intervention strategy employed to resolve the conflict depends upon the particular circumstances surrounding the particular case. The conflict management process should begin with a careful diagnosis of the problem and measurement of the severity, extent and causes of the conflict. This should be followed by the implementation of the appropriate strategy which should involve some level of learning evidenced by new behaviours, and finally the process should be evaluated and the feedback examined to determine its effectiveness. Communication, management involvement, style and control, as well as the use of effective change management strategies, are essential elements of a successful conflict management process. Effective conflict management processes will shape and positively impact the culture of the organization. If time pressure affects the conflict management process, it must be firmly controlled by the manager. Any previous failed attempts at conflict resolution by the manager should be corrected by engaging an external third party specialist to add objectivity and novelty to the situation. Change management strategies are necessary for lasting conflict management change and a transformational management style should be applied. In cases where there is interpersonal and group conflict, the following recommendations should be considered: The Manager should take control of the process and carry out a comprehensive diagnosis of the conflict Use intervention by engaging a qualified Conflict Specialist for an initial 7...



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