

Question One

a) What are the strategies of managing organizational conflicts? (10 Mrks)

1. Problem Solving / Collaboration / Confronting

In this method, people involved in the conflict or having a difference in opinion, they come forward to discuss the problem at hand with a very open mind. They focus on resolving the conflict and finding the best alternative/solution for the team.

2. Compromising/Reconciling

Sometimes for certain conflicts, there will be a need for the involved parties to think of a middle path wherein both parties decide to give up something and identify a resolution. This kind of solution will be temporary for that moment and are not long lasting solution.

3. Withdrawing/Avoiding

In some situation one of the parties in the conflict may decide to retract from the discussion and allows going with the other person's opinion. Or some situation, one of the parties may decide to completely avoid the conflict by maintaining silence.

4. Forcing/Competing

In some situations, a person with authority and power can force his/her opinion and resolves the conflict without giving any chance to the other party/person. This leads to a win-lose kind of an outcome. Someone may end up feeling as a loser while the other person with authority may feel as a winner

5. Smoothing/Accommodating

This is a technique which is used when the atmosphere seems to be filled with apprehension/distrust among the parties involved. And no one is coming forward for resolving the conflict. In these kind of scenarios, one of the parties can take charge and tries to smooth the surrounding by using nice words and by emphasizing on the points of agreements and playing down on the points of disagreements.