



## Sample: Management - Conflict Management

### Introduction

All relationships encounter conflict at one time or another. These conflicts are necessary and normal for development and growth. Conflict resolution is regarded as the processes and techniques, which are involved in the peaceful resolution or termination of these conflicts. In most cases, those concerned in conflict resolutions attempt to end the conflicts by actively relaying information on their ideologies or motives against the other party(s) as well as involving themselves in these negotiations. Procedures and methods for resolving conflicts are wide and may include, but not limited to, diplomacy, mediation, negotiation, peace building among others (Sternberg, and Dobson, 2007).

Conflict resolution models are concepts applied in solving conflicts by establishing dialogue strategies between the concerned parties. The models are also employed in preventing a devastating swing of the pendulum and assisting the deliberations and decisions of the concerned parties. A group of Australian psychologists came up with conflict resolution models that could be used to achieve a significant outcome in a conflict context by establishing a best procedure to be applied in resolving conflicts (Davidson and Woods, 2004).

### Kilmann-Thomas Model

This model which was designed by Kilmann and Thomas was purposed to illustrate the options to be applied in conflict management on the basis of the attempts to obtain what is desired by both parties. The model harbors two dimensions: Vertical axis and horizontal axis. The vertical axis is chiefly concerned on responses that are based on the disputants' desire. According to the authors, these are referred as the assertiveness options. The horizontal axis, on the other hand, is apprehensive of the responses that are aimed at getting others achieve what



they desire. The authors call these the cooperative options. The authors point out five basic forms of responses namely: Competing, accommodating, avoiding, compromising, and finally collaborating (Online Management Training, 2013).

### **The Win-Win Model in Conflict Resolution**

The Win-Win approach requires each of the parties concerned in the conflict to state their perception and needs, to have consideration for the other's needs and views and then work together in finding an amicable solution that could be agreed by both of them. The model is presented in the following steps: planning the approach, presenting the statement to the other party, allowing the other party to respond, agreeing to the other party, developing alternative solutions, and finally making a decision to change. In essence, the intent in the win-win approach is persuading individuals or parties to collaborate when seeking an amicable solution to their conflicts. It is also intended to make the parties assume that the other party has no prejudice against them, and that he or she means well. Additionally, the model aims at making the parties express their feelings, identify the required outcomes, stating the expected results and inquiring for an understanding (Fisher et al, 2001).

According to Gage et al (2000), the best strategy in ending conflicts would be for people in disputes to listen to each other and to make their complaints and explanations clear. Though it may be at times obvious in finding a solution, the resolution often gets more complex as the other party may be just thinking of revenge instead of how to resolve the disputes. A successful conflict resolution should result into a win-win situation where both parties benefit in one way or another. The win-win approach ensures that the interests of the parties concerned are met and that the relationship does not end.



### **Transformation as a Model for Conflict Resolution**

My ideal model in conflict resolution would be termed as conflict transformation. This is a case where the behavior and/or attitudes of the concerned parties are altered or transformed in order to reach an amicable solution. For an effective conflict resolution and peacebuilding, it is essential to transform destructive or negative communication patterns and replace them with positive and constructive patterns of interaction. The essence of this model is, therefore, empowering the disputing parties by transforming their own attitudes and behaviors in a manner that would make them understand their own needs and situation. In addition, the model will encourage the disputing parties to identify the situation they are in and what other parties need.

Conflict transformation does not, however, imply that we end the conflict in its entirety, rather it is purposed to work with its multifaceted nature. This owes to the fact that people in any kind of relationship encounter conflicts. When such conflicts occur, it subsequently transforms these people, the situation and the actual relationship. This means that the cause and effect relationship works both ways, from the relationship between people to the conflict and back to the relationship between people. In this perspective, conflicts change relationships in ways that are predictable, also transforming such aspects as organizational and social patterns, communication, and perception regarding oneself and the other party.

Transforming the attitude, perception and behavior of individuals involved in conflict resolution is important in achieving the desired outcome. In this case, transformation will involve the pursuit of growth, creating awareness to both parties and commitment to change. These may occur through such aspects as grief, anger, and bitterness. These issues should be addressed for an efficient conflict transformation.



### References

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