

CONFLICT RESOLUTION

- Conflict resolution is a positive process where people resolve issues in an informal or formal atmosphere, or where issues are resolved as part of the ongoing communication between individuals.
- Conflict is a normal part of doing business because organizational members have different and often conflicting goals.
- These differing goals keep the organization vital by stimulating creativity, promoting improvement, and bringing about change.
- If possible, conflict resolution involves dealing with problems while they are manageable.
- Conflicts are to be expected; however anger, grudges, hurt and blame do not have to be.
- While unmanaged conflicts, disagreement and out-of-control emotions can harm important work and professional relationships, effectively managed conflict can actually promote cooperation and build stronger relationships. Most conflicts can be resolved fairly and in a way that actually benefits all concerned.

Managed Conflict	Out-of-Control Conflict
Strengthens relationships and builds teamwork	Damages relationships and discourage cooperation
Encourages open communication and cooperative problem-solving	Results in defensiveness and hidden agendas
Resolves disagreements quickly and increases productivity	Wastes time, money and human resources
Deals with real issues and concentrates on win-win resolution	Focuses on fault-finding and blaming
Makes allies and diffuses anger	Creates enemies and hard feelings
Airs all sides of an issue in a positive, supportive environment	Is frustrating, stress producing and energy draining
Calms and focuses toward results	Is often loud, hostile and chaotic