Conflict Resolution

Name

Institutional Affiliation

Conflict Resolution

**Definition**

According to the article that I choose, the author states that conflict resolution is the process whereby two or more people come together to discuss and solve a conflict within themselves (Ismael et al., 2021). A conflict can only be solved when there is more than one person involved and the main reason for this is because when there is a conflict it means that two or more people must be involved and in addition to this, there must be a witness who saw everything and thus he can help in solving the problem by clarifying how the conflict began in the first place and ways that can help in solving the problem.

According to the author, he states that conflict resolution can both be a simple and a difficult process to solve and the main reason for this is because it highly depends on the problem that exists and the duration the problem has existed. If a problem has existed for a very long time, most definitely it will be difficult to solve such a problem because sometimes it can be difficult to identify where the problem began in the first place and thus this means that it will require more and more time for clarification (Ismael et al., 2021). On the other hand, if a problem is still fresh, it will be easier to solve it because it becomes much easier to identify its cause, participants of the conflict, and also to find the most suitable solutions to the problem.

I believe that solving existing problems within the organization should always be prioritized and the main reasons for this is because it is the only most effective way to solve all the existing problems in the company, to ensure that all the employees and stakeholders of the company are in harmony with each other, to prevent loss from happening now and in the future, to maintain the reputation of the company and to reduce the rate of employee turnover (Ismael et al., 2021). As we can see, conflicts within an organization can lead to a lot of things if they are not resolved and thus, at all times we need to ensure that the management finds time to identify all the conflicts and resolve them. “Not fixing a crack on the wall can be problematic in the future because it can lead to collapse of the entire wall” (Ismael et al., 2021).

**Analysis**

According to the author is the article that I choose, he states that conflicts can be brought about due to personal reasons, emotional reasons, political reasons, financial reasons, peer pressure, and difficulties in accomplishing daily assigned tasks. Because of this, the most significant way to resolve a conflict is by first identifying the root of the problem as from the above-mentioned aspects and then finding the reason to the conflict and the rest of the issues will begin to reveal themselves and at the end of the day, it will be much easier to resolve such an issue unlike when an issue is resolved by shouting and interrupting each other in a conversation.

When it comes to the process of conflict resolution, the first thing that the participants should do is first to agree to talk with each other as the main way to resolve the issue because an issue cannot be resolved if the participants do not want to talk to each other. This means that in an organization, the management should always call all the employees who have conflicts with each for a meeting that will help solve the situation (Ismael et al., 2021). After agreeing to talk with each other, it is important that the participants should also agree to give each other time and chances to talk without interrupting each other. The main reason for this is that it is the only way to minimize the chances of misunderstanding from taking place in the first place and also to ensure that everything that is being mentioned in the conflict resolution process is understood by all the parties. At the end of the day, it is important that everything mentioned is clear and understood as a way to find the most suitable solution to the problem.

Thirdly, it is now time to identify the conflict in terms of how it started and the major participants of the conflict and at the end of the day, I believe this is the most suitable way to find the best solution to the problem at hand because every issue will be put on the table with both parties involved and thus this makes it easier to know the root cause of the issue (Li et al., 2021). After identifying the conflict, it is now time to take turns and options from both sides so that the root cause of the problem can be revealed and also as a way to show respect amongst everyone that is involved in the process.

It is now time to agree on the solution based on the problem(s) that has been identified. Everyone should be given a chance to clarify what he thinks is the best solution to the problem and at the end of the day when everyone has agreed with one another then the most suitable option can be chosen. On the other hand, once a solution has been identified, it is also important to state it clearly so that everyone can understand it and put it in their mind so that when such a problem arises again in the future, the participants can always know what to do and thus this will help solve future issues (Li et al., 2021). Finally, it is also important to make a decision when to evaluate a solution because as time goes by, it might be very difficult for the same solution to work in the future because things change with time. Evaluation makes it easier to change with time and as a result of this, it means that best solutions to conflicts will always be found no matter the case.

**Conclusion**

Conflicts in an organizational setting can lead to serious damage to the livelihood of a firm and thus because of this a company can easily end up incurring losses because conflicts can lead to fights, high rate of employee turnover, and the mismanagement of resources (Li et al., 2021). It is important that when a conflict has been identified, the management should immediately find the most suitable solution to the existing problem so that it can be fixed and everyone can come back to his normal behavior which will help the company to move forward in terms of profitability and competitiveness.

References

Ismael, W. M., Gao, M., Chen, Z., Yemeni, Z., Hawbani, A., & Zhang, X. (2021). Edcra-iot: Edge-based data conflict resolution approach for internet of things. Pervasive and Mobile Computing, 72, 101318.

Li, B., Gao, Y., Zhang, S., & Wang, C. (2021). Understanding the Effects of Trust and Conflict Event Criticality on Conflict Resolution Behavior in Construction Projects: Mediating Role of Social Motives. Journal of Management in Engineering, 37(6), 04021066.