

Advanced Organizational Behavior

Unit Three – Conflict Management



Course Layout and Overview

- ▶ Five units
 - ▶ Unit One: Leadership
 - ▶ Unit Two: Motivation
 - ▶ **Unit Three: Conflict Management**
 - ▶ Unit Four: Team Development
 - ▶ Unit Five: Group Dynamics



Unit Three Learning Outcomes

- ▶ Critique the concept of conflict management as it applies to a work environment
- ▶ Compare and contrast the advantages and disadvantages of conflict and their relationship to productivity
- ▶ Differentiate between conflict management and conflict resolution
- ▶ Determine the most appropriate conflict management style to maintain organizational stability



Why are Learning Outcomes Important?

- ▶ Every learning outcome ties back to course materials and content.
- ▶ Assessments are tied to each learning outcome.
- ▶ Test preparation



Unit Five Overview Topics

- ▶ Conflict management
- ▶ Advantages and disadvantages of conflict and productivity
- ▶ What is the difference between conflict management and conflict resolution?
- ▶ Conflict Management styles



Conflict Management Vocabulary

- Accommodating conflict management style
- Avoiding conflict management style
- Collaborating conflict management style
- Competing conflict management style
- Compromising conflict management style
- Conflict management
- Conflict management policy
- Conflict resolution
- Productive conflict



Conflict Management

- ▶ Conflict management leads to positive things
- ▶ Unresolved conflict is negative
- ▶ Unresolved conflict is expensive



Causes of Conflict

TOP THREE COMMON CAUSES OF WORKPLACE CONFLICT



Advantages and Disadvantages of Conflict and Productivity

- ▶ Productive conflict
 - ▶ Happier workplace
 - ▶ Higher job satisfaction
- ▶ Unproductive conflict
 - ▶ Unhappy work environment
 - ▶ Lower job satisfaction
- ▶ Example



What is the Difference Between Conflict Management and Conflict Resolution?

- ▶ Conflict management – managing the conflict
- ▶ Conflict resolution – coming to a resolution



Conflict Management Styles

- ▶ Conflict management styles include
 - ▶ Accommodating
 - ▶ Avoiding
 - ▶ Compromising
 - ▶ Collaborating
 - ▶ Competing



Conflict Management Styles



Thomas-Kilmann Conflict Modes



Conclusion

▶ Unit Three Learning Objectives

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What's Next?

- ▶ Unit Four: Team Development

