Advanced Organizational Behavior Unit Three – Conflict Management





Course Layout and Overview



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

Percentage of confict caused by WARRING EGOS

percentage of confict caused by WORKPLACE STRESS

percentage of conflict caused by HEAVY WORKLOADS



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

Competing

- Zero-sum orientation
- Win/lose power struggle

Collaborating

- Expand range of possible options
 - Achieve win/win outcomes

Compromising

- · Minimally acceptable to all
- Relationships undamaged

Avoiding

- Withdraw from the situation
 - Maintain neutrality

Accommodating

- Accede to the other party
 - Maintain harmony

COOPERATIVENESS

Focus on others' needs and mutual relationships



ASSERTIVENESS

Focus on my needs.

desired outcomes

and agenda

Conclusion

- Unit Three Learning Objectives
 - Critique the concept of conflict management as it applies to a work environment
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What's Next?

Unit Four: Team Development



