

Editorial Note on Managing Conflict in a Team

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Editorial

Your team benefits from diverse viewpoints and knowledge, which improves problem solving and performance. However, differences can also lead to confrontation. And you're going to have to deal with it. We'll look at how to identify and handle conflict in your team, as well as how to keep working relationships healthy and productive, in this article. First, we'll go through some general abilities and tactics that a manager might use in a conflict. We'll then go over a five-step procedure for putting those abilities into practice. Conflict frequently begins with tiny disagreements that quickly grow, such as leaving someone out of an email chain or making an unacceptable personal remark. So, if you notice a disagreement, don't leave it to your team or HR to fix - take action! This demonstrates that you take dispute seriously and will not tolerate harmful behaviour [1].

When you lead a group of individuals, you can't always expect everyone to get along. You might even have two persons who violently disagree due to competing interests, desires, and agendas. In a case like this, what is your duty as the boss? Should you intervene or let them deal with their issues on their own? You should be able to encourage your co-workers to talk to each other and resolve their conflicts without involving you, emphasising that their dispute is bad to them and the company. However, this isn't always achievable. We believe it is critical to intervene in these circumstances, not as a boss but as a mediator. You won't be a neutral, impartial mediator since you have an interest in the outcome [2].

Why should you rely on mediation rather than your own authority? If your colleagues are participating in the decision-making process, they are more likely to own it and carry it out. If you tell them what they should do, they will learn nothing about dispute resolution. Rather, they will have become more reliant on you to resolve their conflicts. Of course, there will be times when you must put your mediator role aside and decide how the conflict will be resolved, such as when major departmental or company policy issues are involved, there is imminent danger, or all other options have failed to resolve the conflict, but those instances are rare. In a person's daily existence, conflicts are unavoidable. When problems do occur, the goal is to resolve and manage them effectively rather than trying to prevent them. People will be able to keep their differences from becoming significant problems if they use the appropriate methods of resolution to resolve concerns. "Establishing conflict management systems in a firm is critical since it helps eliminate employee friction," says Casper Hansen, a resume specialist from Resume that works. In the business sector, conflict resolution is critical since it distinguishes between excellent and poor companies. What measures should you take as a business owner to resolve a conflict? Here are some options for you to consider [3].

Clarifying the source of conflict is the first step towards resolving it. Understanding how the problem arose in the first place requires defining the source of the disagreement. You'll also be able to persuade both parties to

agree on the nature of the disagreement. And in order to accomplish so, you must discuss the unmet requirements on both sides of the issues. You must also ensure mutual understanding. Make sure you learn as much as you can about each side's perspective. Continue asking questions until you're certain that all of the persons involved are on the same page. "What is a peaceful approach to settling problems?" is a question that many people wonder about. To have a productive conversation, you must first select a safe setting in which to speak. This type of environment also allows you to take the required risks for open and honest discussion about the issues at hand. Find a safe and private area to discuss before attempting to address any issue. Choose neither party's office nor an area close to it. While you're there, make sure that each side has ample time to express their thoughts on the subject [4].

After gathering both sides in a secure and private location, allow each of them to express their thoughts and impressions on the subject at hand. Allow each party equal opportunity to share their worries and opinions without favouring one party over the other. While in the meeting, have a pleasant and forceful attitude. Set ground rules if necessary. Taking this method will enable both parties to express themselves openly and honestly, as well as understand the root causes of the problem and find solutions. Take time to investigate the situation after listening to both parties' concerns. Do not pass judgement or make a final decision based on what you have. Find out more about the events, the parties involved, the issues, and how people are feeling. Have a private and confident talk with everyone involved, and listen carefully to ensure you understand their points of view. You can accomplish it by summarising and duplicating their statements back to them. Also, look for any underlying roots of conflict that may not be obvious or noticed at first [5].

Conflict of Interest

None.

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