Study of Conflict Management Skills: A Bridge between Multiple System for Meeting Industrial Excellence

FathulAminudin Aziz
Institut Agama Islam NegeriPurwokerto, Indonesia.
E-mail: fathulaminudinaziz@iainpurwokerto.ac.id

PhongThanh Nguyen*
Department of Project Management,
Ho Chi Minh City Open University, Vietnam.
E-mail: phong.nt@ou.edu.vn

Quyen Le Hoang ThuyTo Nguyen
Office of Cooperation and Research Management,
Ho Chi Minh City Open University, Vietnam.
Email: quyen.nlhtt@ou.edu.vn

Vy Dang Bich Huynh
Department of Learning Material,
Ho Chi Minh City Open University, Vietnam.
Email: vy.hdb@ou.edu.vn

K. Shankar
Department of Computer Applications,
Alagappa University, India.
E-mail: shankarcrypto@gmail.com

Abstract

Conflict management is the process of handling the different views or opinion from different parties and tries to convince them for a common solution. Occurring of such type of conflict is very common for every organization. There are many ways by which these can be resolved. The conflict management plays an very important role for the growth of any industry. The most important point for consideration is to listen the negative and positive sides. Once both sides gave their points regarding the problem. It should be tried to convince the negative side for the most continent solution and make agree to all the parties for the common solution. The concerns should be trained for the patient management and listening skills. When such situations occurs it is very important to keep calm down and try to control the emotions. There are several ways to resolve the conflict such as try to establish an communication medium for the dispute. Just listen the person without interrupting him and try to get the solution.

Keywords: Conflict management strategies, Conflict Management Skills, Industrial Excellence, Conflict Management and Industry.

_____

Introduction

Different industry may have different conflict management skills. For handling the conflict it is very important to understand this and keep exercise how to implement this in real life problems. There are several points which should be keep in mind for practicing conflict management. Refereeing is the way toward dealing with the various perspectives or sentiment from various gatherings and attempts to persuade them for a typical arrangement. Happening of such sort of contention is exceptionally regular for each association.

There are numerous ways by which these can be settled. The peace making assumes a significant job for the development of any industry. The most significant point for thought is to listen the negative and positive sides.
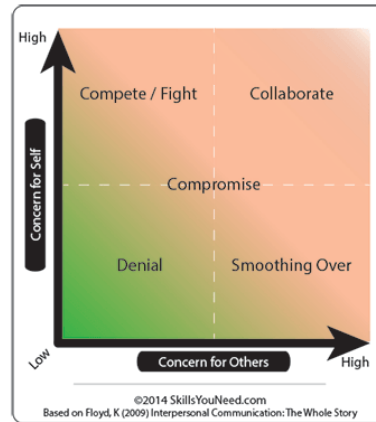

Figure 1. Key Points of Behavior by us and others during conflict

When the two sides gave their focuses with respect to the issue. It ought to be attempted to persuade the negative side for the most landmass arrangement and make consent to every one of the gatherings for the normal arrangement. The worries ought to be prepared for the patient administration and listening abilities. At the point when such circumstances happens it is critical to try to avoid panicking down and attempt to control the feelings. There are a few different ways to determine the contention, for example, attempt to set up a correspondence vehicle for the debate. Simply listen the individual without intruding on him and attempt to get the arrangement.When ever a new project is proposed it is natural for a industry that there will be conflict in processing flow strategies.
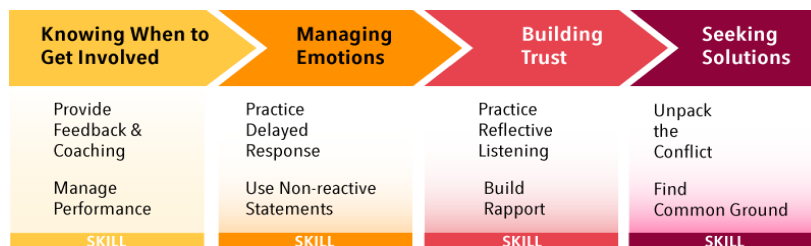

Figure 2. Most Successful strategy to handle Conflict

Different person will give different opinion and some may not agree with the process. Below in table the most important factors for the conflict management process is given.

Common Signs of Team Conflict Situations

- Work is consistently turned in late
- The quality of work drops
- Unexpected requests to change groups, projects, assignments
- Communication between team members changes: casual conversations wane, while teammates talk more about work, but in more negative terms
- Issues brought up in 1:1 meetings that have never come up before
- Uptick in sick days and requests for time off
- Tardiness, longer or more frequent breaks

There are several points which should be keep in mind for practicing conflict management. When ever a new project is proposed it is natural for a industry that there will be conflict in processing techniques.

Table 1. Conflict Management Factors for Industrial Excellence

Listening Skills	Listening is one of the most difficult skills for an impatient person. So it is very important to freely say our own thought but as well as patiently listen the other person's point of view.
Capable to Handle Emotions	Sometimes it is naturally that the other person say some hard words. But rather than getting angry or give quick reaction try to keep calm.
Patience and Listener	It is not necessary that different persons have different point of view. This may not cause the loose of patience just because of someone is not agree with us.
Should not be Partial	After listing all the points the final decision will be agreed by all and should provide an common solution for the conflict.
Positive Thinking	Positive thinking is the key to boost the time minimize process for the conflict.
Able to Communicate Openly	Once listening to all the lead person should frankly put his final communication to all.
Not Defense Aggressively	The issue should handled politely. No one should become aggressive.

How to Solve Conflict in Industry

There are three sorts of contention, individual or social clashes, instrumental clashes and irreconcilable situations. At the point when the different sides gave their concentrations as for the issue. It should be endeavored to convince the negative side for the most landmass course of action and make agree to all of the social events for the ordinary plan. The stresses should be set up for the patient organization and listening capacities.

Exactly when such conditions happens it is basic to attempt to abstain from freezing down and endeavor to control the sentiments. There are a couple of various approaches to decide the dispute, for instance, endeavor to set up a correspondence vehicle for the discussion. Essentially listen the person without encroaching upon him and endeavor to get the arrangement.When ever another undertaking is proposed it is normal for an industry that there will be strife in preparing stream systems.

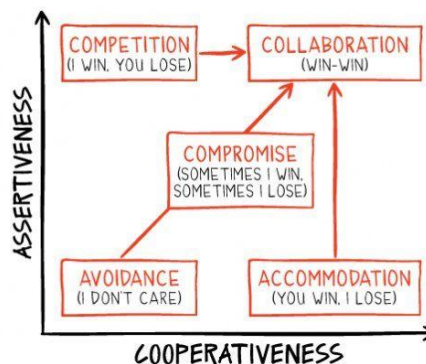Diverse individual will give distinctive feeling and some may not concur with the procedure.

Figure 2. Assertiveness and Cooperativeness Conflict Management for Industry Excellence

- Individual or social clashes are for the most part about personality or mental self view, or significant parts of a relationship, for example, unwaveringness, rupture of certainty, saw double-crossing or absence of regard.
- Instrumental clashes are about objectives, structures, methods and means: something genuinely unmistakable and auxiliary inside the association or for a person.

- Irreconcilable situations concern the manners by which the methods for accomplishing objectives are disseminated, for example, time, cash, space and staff. They may likewise be about elements identified with these, for example, relative significance, or learning and ability. A model would be a couple differing about whether to spend a reward on a vacation or to fix the rooftop.

Conclusion

Refereeing is the route toward managing the different points of view or estimation from different social events and endeavors to influence them for a run of the mill course of action. Occurring of such kind of conflict is outstandingly customary for every affiliation. There are various ways by which these can be settled. The harmony making accept a noteworthy activity for the improvement of any industry. The most huge point for idea is to listen the negative and positive sides. At the point when the different sides gave their concentrations concerning the issue.

It should be endeavored to convince the negative side for the most landmass course of action and make agree to all of the social affairs for the typical plan. The stresses should be set up for the patient organization and listening capacities. Exactly when such conditions happens it is basic to attempt to abstain from freezing down and endeavor to control the emotions. There are a couple of various approaches to decide the dispute, for instance, endeavor to set up a correspondence vehicle for the discussion. Essentially listen the person without interrupting him and endeavor to get the course of action.

References

1. Alper, S.; Tjosvold, D.; Law, K. S. (2000). "Conflict management, efficacy, and performance in organizational teams". Personnel Psychology. 53 (3): 625–642. doi:10.1111/j.1744-6570.2000.tb00216.x.
2. Amason, A. C. (1996). "Distinguishing the effects of functional and dysfunctionalconflict on strategicdecisionmaking: Resolving a paradox for top management teams". Academy of Management Journal. 39 (1): 123–1. doi:10.2307/256633. JSTOR 256633.
3. Baron, R. A. (1997). Positive effects of conflict: Insights from social cognition. In C. K. W. DeDreu& E. Van de Vliert (Eds.), Usingconflict in organizations (pp. 177–191). London: Sage.
4. Batcheldor, M. (2000) The Elusive Intangible Intelligence: Conflict Management and Emotional Intelligence in the Workplace. The Western Scholar, Fall, 7-9
5. Behfar, K. J.; Peterson, R. S.; Mannis, E. A.; Trochim, W. M. K. (2008). "The criticalrole of conflictresolution in teams: A close look at the links betweenconflict type, conflict management strategies, and team outcomes". Journal of AppliedPsychology. 93 (1): 170–188. doi:10.1037/0021-9010.93.1.170. PMID 18211143.
6. Blake, R. R., & Mouton, J. S. (1964). The managerialgrid. Houston, TX: Gulf.
7. Bodtker, A. M.; Jameson, J. K. (2001). "Emotion in conflict formation and its transformation: Application to organizationalconflict management". The International Journal of Conflict Management. 3 (3): 259–275. doi:10.1108/eb022858.