



THIRUTHANGAL NADAR COLLEGE

(Belongs to the Chennaivazh Thiruthangal Hindu Nadar Uravinmurai Dharma Fund)

Selavayal, Chennai-51.

A Self-Financing Co-educational College of Arts & Science

Affiliated to the University of Madras

Accredited with 'B' Grade by NAAC

An ISO 9001: 2015 Certified Institution

NAME OF THE DEPARTMENT: SOCIAL WORK

SUBJECT : SOCIAL WELFARE ADMINISTRATION

TOPIC : CONFLICT MANAGEMENT

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CONFLICT MANAGEMENT

DEFINITION OF CONFLICT



- It is a process that begins when one party perceives that another party has negatively affected or is about to negatively affect something that the first party cares about.

TYPES OF CONFLICT



- Functional – support the goals of the group and improves its performance
- Dysfunctional – conflict that hinders group performance



Functional Consequences

- When it increases the involvement of people.
- When it leads to growth.
- When relationships are clearly defined.
- When it provides an outlet for stress, anxiety, frustration, anger.
- When it leads to cohesion within the group.

Dysfunctional Consequences

- When it keeps people from getting work done.
- When it threatens the relationship; destroys confidence and trust.
- When it becomes personal; feelings are hurt.
- When it dictates conformity; people are forced to a decision.



Conflict can be . . .

- Difference of opinion or approach
- Competing interests & goals
- Value conflicts
- Unclear/unspoken
- Space needs - *“Keep your distance”*
 - *“Do not disturb - refueling!”*

LEVELS OF CONFLICT



- Conflict can occur at three levels namely:
 - Individual level– intra individual conflict
 - Interpersonal level – interpersonal conflict
 - Group or organisational level

INTRA INDIVIDUAL CONFLICT

- Within every individual there are usually
 - A number of competing needs and roles
 - A variety of ways that drives and roles can be expressed
 - Many types of barriers that can occur between the drive and the goal
 - Both negative and positive aspects attached to desired goals

Example



A lawyer may experience a **conflict** of values when he represents a defendant he knows to be guilty of the charges brought against him.



Symptoms of conflict

Individual

- Avoidance
 - *absenteeism, hiding out, yes-ing the boss*
 - *self-centeredness*
 - *hiding behind the rules*
- Repression
 - *ill health, escapist drinking, irregular productivity, low satisfaction, irritability*
- Reactive
 - *flashes of anger, non-cooperation, rumors*
 - *stealing and destruction, counter organizations, strikes*

INTERPERSONAL CONFLICT

- Sources of Interpersonal Conflicts
 - Personal differences
 - Information deficiency
 - Environmental stress

Example



A married couple fighting over finances or two employees fighting over who gets a promotion.



Symptoms of conflict

Inter-Group

- Competition
- Appeals to superiors for decisions
- Decreased rate of interaction
- Low trust



CONFLICT RESOLUTION

- **Competing**

A desire to satisfy one's interests, regardless of the impact on the other party to the conflict.

Collaborating

A situation in which the parties to a conflict each desire to satisfy fully the concerns of all parties.

- **Avoiding**

The desire to withdraw from or suppress a conflict.

- **Accommodating**

The willingness of one party in a conflict to place the opponent's interests above his or her own.

- **Compromising**

A situation in which each party to a conflict is willing to give up something.

The conflict is resolved in one of three ways:

- Lose-Lose:
everyone loses when people try to work out their disagreements.

- Win-Lose:
someone wins and someone loses;

the best that can be hoped for in disagreements.

- Win-Win:
everyone can win.

