Definition

The practice of recognising and dealing with disputes in a rational, balanced and effective way.
Conflict management implemented within a business environment usually involves effective communication, problem resolving abilities and good negotiating skills to restore the focus to the company's overall goals.

(businessdictionary, 2019)

Common Causes of Conflict

A number of factors act independently or in combination to cause conflict. Conflict is an inevitable fact of life. It is borne out of differences and will arise in any situation where people are required to interact with one another. Conflict is generally regarded as an impediment to progress. However, it is not always a bad thing and can be a creative force for an organisation when managed effectively.

Some of the most common sources of workplace conflict are:

▶ Unclear definition of responsibility

▶ Competition for resources

▶ Conflicts of interest

Read more in Moodle resource titled 'understanding conflict'

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