

# Understanding Conflict Management

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Conflict management is having the ability to recognize and deal with disputes in a rational and balanced way. This applies to conflicts that crop up in business as well as those in your personal life.

When dealing with a conflict it is vital that you face this in a calm manner. Allowing the situation to turn you into a hot headed person will not get the matter resolved.

One important aspect is to acknowledge that not all conflicts have to become an angry dispute. In fact, the opposite is necessary, an unruffled disposition. While many people and business owners see disputes as meaning that there is trouble in your life or company, this is not so. Conflicts can actually be a healthy thing. It shows that people care enough that they are willing to discuss and dispute things when necessary.

When you think about it, people have to work together and everyone has different opinions, so conflicts are only a natural part of the process. At work you have to share desks, resources, and common goals as well as having to work together with a good attitude. All of these things can be sources of conflicts.

While at first you may try everything in your power to avoid a conflict. This really is just putting off the inevitable. Eventually whatever the issue is that you are trying to avoid, it will return full force. The situation may even be worse than if you had confronted it the first time.

You need to acknowledge that conflicts are part of life and your best plan of attack is to learn good conflict management skills. Conflicts will eventually have to be addressed. Most often this is done by a face to face meeting.

If you are dealing with a conflict at work your manager or supervisor needs to be aware of the issue. Usually the person in charge will take responsibility for resolving the conflict. They need to do this in a professional manner and without taking sides. It is the problem and not the personalities of the people that need to be resolved.

Conflicts can be managed successfully by making certain changes. These could be by moving people or items around. Or by just talking things

through and finally reaching a good understanding and agreement between everyone involved.

Quite often conflicts can be avoided by improving communications between co-workers and in your own personal relationships. Be open and honest and discuss issues before they turn into a full blown conflict.