Research Paper Management

Developing Skill for Managing Conflicts Among Technical Graduates At on-Campus Level Make More Employable

DILESWAR CHOUDHURY | Research Scholar, B.U

DR JUBARAJ CHOUDHURY | Lecturer , Govt. Sc. College, Chatrapur

ABSTRACT

The modern corporate sector respects those leaders who can manage conflicts. Those who suppress conflicts and not given responsible assignments. The companies, therefore are look for persons who can handle persons of different temperament, ego and disposition. In brief, they would appoint persons who can manage situations in which different members are in conflict with each other. So on-campus technical graduates required to develop skill to manage conflicts.

KEYWORDS | Emotional Intelligence, conflict, manage.

INTRODUCTION :

Conflict is difficult to define. It is often understand as clash of interest. A conflict appears when persons work in group. It arises when the behaviour of one person obstructs, interferes with or blocks the interest of another person. He than feels that his interests are being adversely affected. It also surfaces when people conclude that the actions of other are incompatible with their own and they bring to react to it. It is built in our system and is too basic to be ignored.

Those who believe in managing conflicts are known as fighters . They believe that if there were no conflicts, there would be no challenges. In fact, every conflict helps the person to move forward. Having accepted conflict as the part of the game the manager must seek effective cooperation from those who work with him. The cardinal principle to solve a conflict is to discuss it with the team rather than suppressing postponing or avoiding it. A business leader in the contemporary corporate world must be aware of conflicts and should be able to solve them through open discussion. Adequate and proper skill must be developed in the team to understand, handle and solve every conflict. The perspective should be to learn managing the conflict rather than running away from it.

TYPES OF CONFLICT :

* Conflict within an individual
* Conflict between individuals
* Conflict between an individual and a group
* Conflict between groups with in an organization
* Conflict between organizations.

PRODUCTIVE CONFLICTS :

It is being accepted that productive conflicts help individuals and organizations in more than one way.

These are : conflict makes you more aware and capable to confront problems you face. A feeling that the work is obstructed or is being affected adversely because of certain problem makes you determined to solve the problem.

Conflicts strengthen relationships between you and others working with you. They heighten the morals of your colleagues. Those who work together realize that their relationships are strong enough to withstand the brunt of conflict. Therefore, they need not avoid frustrations and problems. They can release their tensions through discussions and problem solving.

Conflicts promote awareness of self and others. Through conflicts, one cane know the reasons that make others angry, frustrated and frightened and also what is important to them. In solving conflicts we come to know for what we are fighting. It tells us a lot about our personalities. We also realize what makes our colleagues unhappy. It creates a harmonious understanding between the team members and helps them to accept each other better.

Conflicts enhance development of the personalities of those who are involved in solving conflicts. While solving a conflict you can find out how your style affects your team members. Your team members can also know what technical and interpersonal skill are required to upgrade their personalities.

Conflicts provide psychological strength to a personality people become more focused and their perspective becomes clearer when they tackle conflicts. Through conflicts, they understand perspectives of others in a much better way and become less egoistic.

Conflict can become exciting and interesting, people feel thrilled, involved and animated in confronting conflicts that are a welcome break from an easy-going life.

Conflicts provide vents to steam off the frustrations and grievances against each other. The team members would feel more relaxed and closer to each other after they have expressed their annoyances during the conflict solving process.

HANDLING CONFLICTS :

Conflicts can be handled in several ways. Some people being shouting at others or some may cry and seek help from others on the other hand the real troubleshooters maintain their composure, serenity and presence of mind. They analyse the conflict and think the ways in which that can be resolved. People who have the experience of handling conflicts successfully suggest three ways to manage crisis.

Cooperative dependence: It involves people who have to manage the crisis. All concerned persons are encouraged to share their views openly. They are motivated to explore and understand opposing views. Each one can understand the weakness in their perspectives and appreciate the desires and requirements of others. They can discuss the whole problem to integrate various ideas thrown at the time of discussion. A unanimous or widely acceptable solution can be arrived at in

the end . It would be based on the ideas and views of all and would be workable on a joint basis. The focus of this method is co-operative dependence.

Competitive approach : It is contrary to cooperative dependence method. This approach can be adopted when the first one fails. Various persons who represent different interests defend their own positions and try to win over others. Some times deadlocks are created because each one tries to assert her/his views. Many may use the influence of superior authority or heavy weight in the society to get her/his vies implemented. If such a situation arises, the team leader has to take his own decision and get it implemented with his authority.

Conflict avoidance : It is the most commonly preferred and used method of handling a problem. The team leader tries to postpone the conflict till such time it is possible to do so. He does not expose the team with arising crisis and hopes that it might not arise at all. He may also think that by the time the crisis becomes inevitable, he may not be there at the scene. In fact, avoiding conflict is not a good management. It not only gives a false sense of confidence in the work relationships but also undermines the capacity to identify and solve problems. It also shows poor and weak leadership.

Whatever method is selected to solve the conflict essential requirement is free and fair discussions. People should talk about the conflict, share their feeling and ideas freely and keep communication channels open. The discussion should be used to let all team members know each other. It should be when the conflict arises and after the conflict is handled successfully.

The whole process of devising the strategy and its implementation should be critically analysed. Discussions and deliberations help people to understand the specific problems, how the conflict began and how it was resolved. The key to making discussion constructive is to maintain , emphasis and strengthen cooperative dependence. During the discussion, it should be emphasized that each one gained more by working together, listening carefully and understanding issues and feelings through–and–through are critical. No one should try to dominant and control others. The effort should be to arrive at a consensus and reach an agreement. Once this is done all should cooperate to solve the crisis.

CONCLUSION:

Conflicts are natural phenomena that in fact are essential for everyone. Those who face them, learn many lessons in problem solving, but those who have not faced conflicts would develop an escapist tendency. However, those who see them as challenges and fight them out are the ones who succeed. So managing conflict skill to be developed at on-campus level among technical graduates to make employable them easily. Also modern corporate sector respects those leaders who can manage conflicts.

REFERENCES

1. Daniel Dana,(2001), Conflict Resolution, Publisher – Tata MCGraw Hill Education, New Delhi | 2. Organisations Development and Transformation : Managing effective change, Tata McGraw Hill Education, New Delhi. | 3. Ashwathappa.K., (2002), Human Research and Personal Management, Tata McGraw Hill Education, New Delhi. | 4. Saxena Pradeep (1987), Personal Administration, Management , Wishwa Prakashn, New Delhi . | 5. Tripaty, P.C.(2001), Human Resource Development, Sultan Chand and Sons, New Delhi. |