PENANG SANGAM HIGH SCHOOL

YEAR 13

OFFICE TECHNOLOGY

WORKSHEET 20

LESSON NOTES AND ACTIVITY

STRAND	OT 13.3 Office Administration
SUB-STRAND	OT 13.3.2 Customer Service
LEARNING OUTCOME	• Explain conflicts management • Identify three aspects of conflicts • Discuss Benefits arising from resolving conflicts

CONFLICT MANAGEMENT

Conflict is an unavoidable normal part of life. Even teasing and joking are disguised forms of conflict whereas sexual harassment brings it out into the open. In any business and social interaction conflict can be destructive with the aim of winning and conquering and blocking the other person's chance to win. There are useful constructive conflicts as well as aggressive and violent ones. If we want conflict to be resolved, we need to approach it in a spirit of co-operation to achieve mutual goals and needs.

Creating goals, objectives, mission statements and charters helps people in moderate conflict to focus on what they want. Too much conflict, however, distracts from the objectives, becomes uncontrolled and takes off into wider issues with old antagonisms from the past being dragged in.

When people are in conflict they have two main concerns:

1. Achieving personal goals(needs)
2. Keeping a good relationship

Three aspects of Conflict
Basically, there are three aspects of conflict that need to be faced: emotions, values and needs

Emotions
When feelings are strong, we cannot be rational and calm. The conflict resolution method is meant to overcome this barrier.

We must treat one another with respect. This is conveyed by the way we listen, restating each other's views to our mutual satisfaction. The actual words we use need to be carefully monitored. Our body language reveals our feelings through our tone of voice, facial expressions and gestures. They can easily act as roadblocks' to proceedings.

Values and Needs

It is usually impossible to agree with one another if our values are widely different. This covers such values as religion, ethics and politics. Often cross-cultural conflict is unresolved because the two sides just do not understand one another and are embarrassed.

Problem-solving preliminaries – avoid the traps

- It is important to deal with strong feelings and emotions first before problem solving. If this is not done then collaboration is impossible.
- Ensure that the right people are there and the place and time of the meeting(s) is suitable.
- Agree on the method you are going to use. Have an agreement with using the roadblock of persuasion which negates trust and causes stress.
- Define the problem properly.
- Find out what the hidden agendas are.

Ten Benefits arising from resolving conflicts

1. It deepens and enriches relationships. In families children acquire high self-esteem. They make us more aware of what the problems are.
2. It will help people to understand themselves, their needs and their own inner conflicts. They learn what triggers off deep-felt emotions.
3. Makes us aware of other problems in our relationships that need to be tackled and resolved.
4. Helps better decisions to be made with diverse opinions being expressed. ‗Groupthink', the way in which groups try to preserve harmony at all costs, is thus avoided.
5. Reduces the day to day irritations and so releases tensions.
6. Increases motivation and energy needed to deal with problems.
7. Can be enjoyable, as proven in sports and games.
8. Makes life and work more interesting because it prevents stagnation and encourages creativity.
9. Encourages change, also new and better ways of tackling problems.
10. Teaches us how to deal with conflicts in constructive and helpful ways.

<u>ACTIVITY</u>

1. List and explain three aspects of complaints?

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2. List any two benefits arising from resolving conflicts.

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3. When people are in conflict they have two main concerns. State two main concerns.

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THE END ☺