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**Conflict Management and Negotiation**

**Conflict Management and Negotiation Multiple Choice Questions**

**CONFILICT MANAGEMENT AND NEGOTIATION**

Conflict management involves the ability to recognize, address, and resolve conflicts between two or more parties in an efficient and effective manner. It requires the utilization of numerous tools, such as communication strategies, negotiation tactics, problem-solving techniques, and problem-identification skills

Conflict management is an umbrella term for the way we identify and handle conflicts fairly and efficiently. The goal is to minimize the potential negative impacts that can arise from disagreements and increase the odds of a positive outcome.

For example, a restaurant manager could enter conflict negotiation with a dissatisfied customer to resolve an issue with a meal. Disagreements during collaboration: Project teams could encounter conflict on factors like how to use limited resources or approach a client request.

**5 C's OF CONFLICT MANAGEMENT.**

* Circumvent
* Concede
* Complete
* Compromise
* Collaborate

**Here is the conflict resolution process in five steps.**

Step 1: Identify the source of the conflict.

Step 2: Look beyond the incident.

Step 3: Request solutions.

Step 4: Identify solutions both disputants can support.

Step 5: Agreement.

The 6 Rs of Conflict management

The 6 Rs for managing declared conflicts are:

• record/register

• restrict

• recruit

• remove

• relinquish

• resign.

Other relevant conflicts of interest resources include policies, procedures, forms and databases.

We are all involved in numerous situations that need to be dealt with through negotiation; this occurs at work, at home, and at recreation. A conflict or negotiation situation is one in which there is a conflict of interests or what one wants isn't necessarily what the other wants and where both sides prefer to search for solutions, rather than giving in or breaking-off contact.

Few of us enjoy dealing with conflicts-either with bosses, peers, subordinates, friends, or strangers. This is particularly true when the conflict becomes hostile and when strong feelings become involved. Resolving conflict can be mentally exhausting and emotionally draining.

But it is important to realize that conflict that requires resolution is neither good nor bad. There can be positive and negative outcomes as seen in the box below. It can be destructive but can also play a productive role for you personally and for your relationships-both personal and professional. The important point is to manage the conflict, not to suppress conflict and not to let conflict escalate out of control. Many of us seek to avoid conflict when it arises but there are many times when we should use conflict as a critical aspect of creativity and motivation.

You will be constantly negotiating and resolving conflict throughout all of your professional and personal life. Given that organizations are becoming less hierarchical, less based on positional authority, less based on clear boundaries of responsibility and authority, it is likely that conflict will be an even greater component of organizations in the future. Studies have shown that negotiation skills are among the most significant determinants of career success. While negotiation is an art form to some degree, there are specific techniques that anyone can learn. Understanding these techniques and developing your skills will be a critical component of your career success and personal success.

Major Causes of Conflict Opposing interests (or what we think are opposing interests) are at the core of most conflicts. In a modern complex society, we confront these situations many times a day. The modern organization adds a whole new group of potential causes of conflict that are already present:

• competition over scarce resources, time

• ambiguity over responsibility and authority:

• differences in perceptions, work styles, attitudes, communication problems, individual differences

• increasing interdependence as boundaries between individuals and groups become increasingly blurred

• reward systems: we work in situations with complex and often contradictory incentive systems

• differentiation: division of labor which is the basis for any organization causes people and groups to see situations differently and have different goals

• equity vs. equality: continuous tension exists between equity (the belief that we should be rewarded relative to our relative contributions) and equality (belief that everyone should receive the same or similar outcomes0.

Parties often approach negotiation and conflict management from different perspectives, differences that can lead to common negotiation mistakes and disappointing outcomes.

To enhance negotiation and conflict management skills, it’s important to acknowledge that differences in perceived conflict may be likely. Similarly, actions and statements designed to convey toughness can backfire by launching an escalatory spiral that is difficult to contain.

If that happens, recognize that your adversary’s provocations could be intended to inspire steps in conflict resolution. Try to soften your position and look for solutions using novel negotiation and conflict management techniques.

The negotiation and conflict management strategies that can help you work through a crisis with your counterpart:

**Feel the Other Side’s Pain**

It’s a simple fact: in negotiation, your problem is likely the other side’s problem, and vice versa. This knowledge can help improve your negotiation and conflict management skills.

**Reframe the Problem**

When engaged in conflict negotiation, we tend to focus on potential losses as compared with the expectations we had when the original deal was signed. But when negotiations are framed in terms of losses, [conflict management strategies](https://www.pon.harvard.edu/daily/conflict-resolution/types-conflict/) often fail. To overcome this trap, think in terms of the realities of the new status quo, not what used to be,

When parties begin to look at the problem this way, they become capable of viewing any deal that avoids the worst possible outcome as a gain for both parties—a mindset that is likely to lead to greater cooperation and creativity.

Discover effective ways to handle negotiation and conflict management with known approaches that can create great opportunities.

**Conflict-Management Styles: Pitfalls and Best Practices**

People approach conflict differently, depending on their innate tendencies, their life experiences, and the demands of the moment. Negotiation and conflict-management research reveals how our differing conflict-management styles mesh with best practices in conflict resolution

**Cross-Cultural Communication in Business Negotiations**

When preparing for cross-cultural communication in business negotiations, we often think long and hard about how our counterpart’s culture might affect what he says and does at the bargaining table**.**

In a successful negotiation, everyone wins. The objective should be agreement, not victory. Every desire that demands satisfaction and every need to be met-is at least potentially an occasion for negotiation; whenever people exchange ideas with the intention of changing relationships, whenever they confer for agreement, they are negotiating.

Conflict can run the gamut from minor annoyances to physically violent situations. At the same time, conflict can increase creativity and innovation.



**In conclusion:** Conflict management in society is crucial for maintaining social harmony and preventing violence. Effective conflict management involves identifying the appropriate method and ensuring that the process is fair and transparent. Addressing underlying issues is also crucial for preventing future conflicts.

Embracing conflict resolution skills at work is the key to transforming challenges into opportunities for growth and understanding. These workplace skills empower individuals to navigate conflicts constructively, fostering stronger relationships and promoting effective teamwork.

Different situations require different conflict handling methods, and no one method is best. Negotiations occur during many important processes, and possessing astute negation skills can be an incredible tool. A key component to negotiations involves having a BATNA, or "best alternative to a negotiated agreement".

**Conflict Management and Negotiation Multiple Choice Questions**

1. What best defines a conflict?
2. **Disagreement**
3. Discussion
4. Resolution
5. Cooperation
6. Which style avoids conflict altogether?
7. Accommodating
8. **Avoiding**
9. Competing
10. Collaborating
11. What describes a competitive approach?
12. Collaborative
13. Passive
14. **Assertive**
15. Indifferent
16. Which outcome is ideal in conflict management?
17. Victory
18. Loss
19. **Resolution**
20. Delay
21. What best represents passive behavior in conflicts?
22. Assertiveness
23. Aggressiveness
24. **Avoidance**
25. Cooperation
26. Which technique involves breakdown the problem?
27. Compromising
28. Brainstorming
29. **Decomposition**
30. Forcing
31. What is essential for understanding different views?
32. Apathy
33. **Empathy**
34. Sympathy
35. Antipathy
36. Who benefits from a win-win solution?
37. One party
38. No party
39. **Both Parties**
40. External parties
41. What is crucial for conflict resolution?
42. Power
43. Money
44. **Communication**
45. Punishment
46. Which method uses a third party for solution?
47. Negotiation
48. **Mediation**
49. Arbitration
50. Collaboration
51. Conflict must be \_\_\_\_\_\_\_by the parties to it
52. Controlled
53. Understand
54. **Perceived**
55. Created
56. The traditional view of conflict argues that conflict \_\_\_\_\_\_\_\_
57. Cannot be avoided
58. **Indicates a malfunctioning withing the group**
59. Is good for a group
60. Improves productivity
61. The \_\_\_\_\_\_\_\_\_view of conflict argues that some conflict is absolutely necessary for a group to perform effectively
62. Human relations
63. **Interactionist**
64. Traditional
65. Functional
66. If no one is aware of conflict, it is generally agreed that \_\_\_\_\_\_\_\_.
67. employee-employer relations will be good
68. B) conflict is subversive
69. C) no conflict exists
70. D) conflict is inevitable
71. E) conflict is psychologically driven as opposed to physically manifest
72. employee-employer relations will be good
73. B) conflict is subversive
74. C) no conflict exists
75. D) conflict is inevitable
76. E) conflict is psychologically driven as opposed to physically manifest
77. Employee-employer relations will be good
78. Conflict is subversive
79. **No conflict exists**
80. Conflict is inevitable
81. Conflict is psychologically driven as opposed to physically manifest
82. Which of the following is not included in the definition of conflict?
83. Perception
84. **Disruption of tasks**
85. Something that is cared about
86. Negative effects
87. Incompatibility
88. Which of the following is not a cause of conflict, according to the traditionalist view?
89. General poor communication between people
90. Lack of openness in the organization
91. **Trust between people in the organization**
92. Management failure to be responsive to employee needs
93. Management failure to be responsive to employee aspirations
94. Which of the following types of conflict identified by the interactionist view is the least functional and the most damaging to productivity?
95. Task
96. Organizational
97. **Relationship**
98. Process
99. Institutional
100. Conflict covers the full range from overt and violent acts to subtle forms of agreements
101. **True**
102. False
103. Too much information can lay a foundation of conflict
104. **True**
105. False
106. Your BATNA determines the lowest value acceptable to you for a negotiated agreement
107. **True**
108. False

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Method of win -win Negotiation

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Skills Of advanced Listening

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Culture of the capacity to influence or PERSUADE large public

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