



# Conflicts in an Organisation



# Outline

- Introduction to Organisational Conflict
- Forms of Conflicts
- Causes of Conflicts
- Reactions of Conflicts
- Q and A



# What is Organisational Conflict?

Conflict is disagreement by individuals or groups within the organization, which can center on factors ranging from resource allocation and divisions of responsibility to the overall direction of the organization.





# Forms of Conflict

- Task Conflict
- Process Conflict
- Relationship Conflict
- Legal Conflict



# Causes of Conflict

**Interpersonal conflict:** Conflict between two or more individuals

- Behavioural Component
- Cognitive Component
- Affective Component

**Intergroup conflict:** Disagreement and conflict between two or more groups

- Differing Values
- Incompatible Goals
- Poor Communication



# Causes of Conflict

**Interorganizational Conflict:** Conflict arising between two organizations

- Substantive
- Emotional
- Cultural

**Task Interdependence:** Accomplishment of your goal is dependent on others

- Pooled interdependence
- Sequential interdependence
- Reciprocal interdependence



# Reactions to Conflicts

- Avoidance
- Accommodation
- Competition
- Collaboration
- Compromise





# Let's do a RECAP

- Understand what is conflict
- Recognise the sources of conflict
- How do people react to conflicts
- How to deal with conflicts
- How is conflict theory useful for YOU?



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THANK YOU