

BUS 600 DQ

In a 250-300-word response, describe a conflict situation you have experienced in the workplace. Explain the impact that the communication process played in resolving or escalating the conflict? What was the resolution? If positive, how could you incorporate that conflict resolution style in your communications? If a negative result, what recommendation could you make to improve the communication process. Use references to support your findings.

Conflict is a natural and normal part of every individual personal and professional life. But if these conflicts are not resolved on timely basis they can results into a feeling of dissatisfaction and unhappiness. Either these changes can be visible in employee's physical and emotional behaviour or he can take harsh decisions like resignation, aggression and violence at workplace. Communication is considered as both the cause and remedy for all kind of conflicts. Example Lucy and John were the two employees who were working together. The task of Lucy was dependent on John; she was able to complete her report only after receiving the data from John. Lucy was feeling that John was delaying the task, due to which she has to rush her job which creates lots of last minute stress and fear of boss in her mind. On the other hand John felt that Lucy puts lots of pressure on both of them and sets impractical deadlines. This conflict has increased the differences between both of them which in turn has reduced their work efficiency and productivity. In this particular situation effective communication can resolves the current dispute. Manager interference to which John and Lucy was reporting has solved the problem as it was simply a personality based conflict. Both the employees can work together only by ignoring their differences. In my life also I had learnt from this experience that proper coordination can result into smooth inflow of work. The use of good communication skills is important for keeping the peace at workplace.