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Development of the Organization Through Conflict Resolution

Conflicts being an integral part of any human relationship are common as long as a person exists. Modern sociologists of the early twentieth century consider conflicts as an inevitable phenomenon in public life, stemming from the properties of human nature and the instinct of aggression inherent in any person. The lack of the conflict consensus is always in the core due to the presence of diverse opinions, views, ideas and interests. However, this is not always expressed in the form of a clear clash. The conflicts take place in the case of violating usual interaction of the people and impeding the attainment of the set goals. In this case, people are compelled in any way to overcome differences and enter into open conflict interaction. It is generally accepted that teamwork and conflict are opposite to each other. For centuries, the conflict was perceived as something destructive, what must be avoided at all costs. But approximately from the mid-90s of the last century the idea began to change. It was caused by the fact that morals have become much softer and social etiquette has won the aggressive desire to dominate the team at any cost. Conflict acquires positive functions and, depending on the function, conflicts are divided into functional and dysfantional groups.

Dysfunctional conflict leads to decrease in personal satisfaction and destroys group collaboration. It arises because of the socio-psychological incompatibility of people and makes it difficult to accept necessary decisions. Functional conflict results in achieving greater efficiency of the organization. In functional conflicts, opponents do not go beyond ethical norms; they jointly seek solutions to urgent problems and consider reasonable arguments. To which of these groups will be attributed the conflict, largely depends on the ability of the manager to solve the problems of interpersonal relations. The algorithm activity of the head during the conflict depends on many factors: the content of the conflict, the conditions of its origin and development and many others. Therefore, an appropriate conflict resolution algorithm cannot be offered for the manager. But the main steps in the algorithm can be listed as following: studying the causes of the conflict, limiting participants 'number, involving experts to provide additional analysis of the conflict and making decision.

Every leader needs to understand the importance and inevitability of conflicts and only with the right approach the benefit could be obtained. The goals of the organization are often not achieved as the results are not the main target. Attention is paid on the desire to maintain good relations between team members. Meanwhile, to make teamwork really effective adding a bit of conflict is required. Cooperation is not necessarily the consent of all with everyone. If you avoid disputes, you risk making wrong decisions.