Identify & Resolve the Conflicts faced by Graduating Teachers

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Abstract. *Conflict resolution is necessary in all types of organizations. Frequently, facilitators are assigned the role of helping employees to resolve conflict. Facilitators can be managers, leaders, or designated employees granted the facilitator role in the organization. The more educated facilitator's are on how to resolve conflict in an effective and healthy way, the better the outcome will be. The study of conflict and its resolution encompasses many fields. Accordingly, teaching, research, and writing occurs in many academic departments. Course materials typically draw from social psychology, education, law, sociology, communication, and anthropology. The inclusion of conflict resolution within pre-service and graduate education programs has grown more slowly but curricula have found their way into schools and departments of education in a variety of ways.*

Keywords: Conflict, Organization, Facilitators, Academic, Communication.

1.Introduction..

Conflict is **a Struggle** between **CHARACTERS** and **NATURE** or **SOCIETY.**

Peer mediation is a specific form of conflict resolution utilizing students as neutral third parties in resolving disputes. A peaceable classroom or school results when the values and skills of cooperation, communication, tolerance, positive emotional expression, and conflict resolution are taught and supported throughout the culture of the school.

According to me…

There are two types of conflicts that people face every day:

• *Internal conflict*, which takes place **in a person's mind**—for example, a struggle to make a decision or overcome a feeling. Internal conflicts are character vs. self.

• *External conflict,* which generally takes place between a person and someone or **something else, such as**

nature, another person or persons, or an event or situation. External conflicts may be character vs. character, character vs. nature, or character vs. society.

2. According to psychologists Art Bell and Brett Hart, there are eight common causes of conflict in the workplace.

The eight causes are:

- Conflicting resources.
- Conflicting styles.
- Conflicting perceptions.
- Conflicting goals.
- Conflicting pressures.
- Conflicting roles.
- Different personal values.
- Unpredictable policies.

2.1 Other some reasons for conflicts…..

1) **Non-Compliance with Rules and Policies.**
2) **Competition.**
3) **Competing goals**: Goals of team members that compete with each

other, such that the pursuit of one goal detracts from the pursuit of the other.

4) **Misunderstanding of job responsibilities**: Lack of information or misunderstanding of roles and responsibilities.

5) **Misunderstanding of requirements**: Lack of information or misunderstanding of business need.

6) **Interdependence**: Dependency on team members for completion of work

7) **Feedback mechanism**: Missing frequent and genuine feedback from peers / leaders

8) **Performance appraisal system**: Appraisals that measure individual performance rather than teamwork.

9) **Conflict of interest** between team members.

10) **Disagreement about strategy**: for achieving team goals.

11) **Disagreement about execution**: of strategy for achieving team goals.

12) **Lack of focus**: Isolated functions without mutual goals commitment.

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13) **Poor planning**: Poor planning in terms of work division, task allocation etc.

14) **Blame Culture**: Blame others in case of missed deadlines, missed goals

15) **Self-centered**: Not acting as part of the team.

16) **Seeking** individual recognition.

17) **Lack of** knowledge of agile principles and values.

18) **Fear of failure**: For example not acting for fear of failing, blaming others for one's own failures, hiding errors and so on.

19) **Lack of team responsibility**: self-centered attitude, not feeling a part of team success and failures.

20) **Lack of Accountability.**

21) **Poor Staff Selection.**

22) **Frustration, Stress and Burnout.**

23) **Personality Differences.**

24) **Criticism and lack of support.**

25) **Poor communication.**

3. How to resolve the conflicts…..

Conflict in the workplace is inevitable. Often, conflict erupts between people due to different values, personalities, opinions, goals, and needs. The workplace seems to foster differences and value differing viewpoints, which are the exact things that cause conflict to occur.

However, conflict is not always a bad thing.

It can lead to innovative solutions that people with similar opinions and viewpoints would not likely achieve. The key to channeling conflict into a positive workplace function is to resolve it effectively. When resolved properly, conflict can cause personal and professional development that leads to employees who are more productive. In this reading, we will look at steps that facilitators can follow to resolve conflict in the workplace.

➢ **Discussion**

Often, conflict arises simply due to a lack of communication. If you feel that your employees are having conflict because they are not talking with each other, set up time for a discussion. Encourage the employees to talk through the problem, particularly if you suspect that it simply stems from the fact that they have failed to communicate effectively up to this point.

➢ **Written Communication**

If an issue has escalated or one of the employees has a hot temper, written communication may be a more effective way of breaking down the wall and resolving conflict. Ask each employee to write a letter to the other, outlining the problem.

➢ Mediation

If your workers' conflict has escalated to the point where outside intervention is necessary, set up a mediation session. Train a staff member in the art of mediation. Allow this staffer to sit down with the feuding individuals and assist them in working through their problems in a productive manner.

➢ Compromise

Ask each person to give a little and take a little by arranging a compromise between the two. Ask both of the members to come to your offer and talk the problem through with them, presenting potential compromises and allowing them to mull these options over. By arranging a compromise instead of just selecting one member's interests over the other, you can

reduce the likelihood that one staff member feels slighted by the way in which the conflict was resolved.

➢ Voting

If you simply must put a conflict to bed, voting can be an effective method.

➢ Realize everyone's good intentions.

Regardless of the issue and how you deal with it, I believe that most people are coming from a position of sincerity and true belief.

➢ Resist the urge to solve the problem.

It's easy to want to take sides to move a decision along. Take the time to listen to the complaints. I tell my folks not to bring me an issue with another employee until they tell me they have already talked to that person and tried to work it out independently.

➢ Encourage in-person conversations.

He only way to resolve an issue permanently is through a real, open conversation, ideally face to face. No email, no social media, no

texting. Whether live or over the phone, you need a scenario in which you can listen for voice tone, or watch for body language.

> **If you have to, take a side.**

If two people have already talked and still have yet to resolve the conflict (which, in my experience, happens rarely), offer to help resolve the situation by getting everyone to the table at the same time. Give both sides a chance to be heard, and only then make your decision.

> **Evangelize your philosophy about conflict.**

People love to hear themselves talk about others and be "in the know" about co-workers' complaints. It is a natural response and emotion, but it's also a colossal waste of time. Make sure your message and methodology for dealing with conflict--if you have a problem with someone, stop, think, talk, and resolve--cascades to all levels of the organization.

4. Conclusion…

According to Erik Erikson's theory of psychosocial development, a conflict is a turning point during which an individual struggles to attain some psychological quality. Sometimes referred to as a psychosocial crisis, this can be a time of both vulnerability and strength, as the individual works toward success or failure. Conflict is a normal part of any healthy relationship. After all, two people can't be expected to agree on everything, all the time. Learning how to deal with conflict rather than avoiding it is crucial. When conflict is mismanaged, it can cause great harm to a relationship, but when handled in a respectful, positive way, conflict provides an opportunity to strengthen the bond between two people. By learning these skills for conflict resolution, you can keep your personal and professional relationships strong and growing. Everyone needs to feel understood, nurtured, and supported, but the ways in which these needs are met vary widely. Differing needs for feeling comfortable and safe create some of the most severe challenges in our personal and professional relationships.

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