

**SOS POLITICAL SCIENCE AND PUBLIC
ADMINISTRATION**

MBA HRD –406(a) Optional Paper

**SUBJECT NAME: COUNSELING SKILLS
FOR MANAGERS**

UNIT-IV

**TOPIC NAME: DISPUTES THROUGH
COUNSELING**

Conflict Resolution Counselling and Therapy(Disputes Through Counseling)

Conflict resolution therapy, an approach to treatment that seeks to teach people conflict resolution skills, was designed primarily to help couples; however, it can be used to address conflict in any situation, whether it arises in a family, between friends or romantic partners, at the workplace, or any other situation.

Conflict is disagreement, but contrary to popular belief, conflict does not necessarily involve fighting. Conflict exists in any situation where facts, desires, or fears pull or push participants against each other or in divergent directions. Bickering, arguing, insisting on your point of view, or becoming silent about your perspective indicate someone who is unskilled at handling conflicts in a collaborative way.

When conflict is not resolved appropriately, negative emotional states may linger and develop into situations that can have serious, lasting consequences on all personal and professional relationships. Internal conflicts can be detrimental to your family, friends, and coworkers.

Conflict can be destructive, leading people to develop negative feelings for each other and spend energy on conflict that could be better spent elsewhere. It can also deepen differences, and lead groups to polarize into either/or positions.

Managing and Resolving Conflict in a Positive Way

Conflict is a normal, and even healthy, part of relationships. After all, two people can't be expected to agree on everything at all times. Since relationship conflicts are inevitable, learning to deal with them in a healthy way is crucial. When conflict is mismanaged, it can harm the relationship. But when handled in a respectful and positive way, conflict provides an opportunity for growth, ultimately strengthening the bond between two people. By learning the skills you need for successful conflict resolution, you can keep your personal and professional relationships strong and growing.

The fundamentals of conflict resolution

Conflict arises from differences. It occurs whenever people disagree over their values, motivations, perceptions, ideas, or desires. Sometimes these differences look trivial, but when a conflict triggers strong feelings, a deep personal and relational need is at the core of the problem—a need to feel safe and secure, a need to feel respected and valued, or a need for greater closeness and intimacy.

Recognizing and resolving conflicting needs

If you are out of touch with your feelings or so stressed that you can only pay attention to a limited number of emotions, you won't be able to understand your own needs. If you don't understand your deep-seated needs, you will have a hard time communicating with others and staying in touch with what is really troubling you. For example, couples often argue about petty differences—the way she hangs the towels, the way he parts his hair—rather than what is really bothering them.

In personal relationships, a lack of understanding about differing needs can result in distance, arguments, and breakups. In workplace conflicts, differing needs are often at the heart of bitter disputes. When you can recognize the legitimacy of conflicting needs and become willing to examine them in an environment of compassionate understanding, it opens pathways to creative problem solving, team building, and improved relationships. When you resolve conflict and disagreement quickly and painlessly, mutual trust will flourish.

Healthy and unhealthy ways of managing and resolving conflict

Conflict triggers strong emotions and can lead to hurt feelings, disappointment, and discomfort. When handled in an unhealthy manner, it can cause irreparable rifts, resentments, and breakups. But when conflict is resolved in a healthy way, it increases our understanding of one another, builds trust, and strengthens our relationship bonds.

Unhealthy responses to conflict are characterized by:

- An inability to recognize and respond to matters of great importance to the other person
- Explosive, angry, hurtful, and resentful reactions
- The withdrawal of love, resulting in rejection, isolation, shaming, and fear of abandonment
- The expectation of bad outcomes
- The fear and avoidance of conflict

Healthy responses to conflict are characterized by:

- The capacity to recognize and respond to important matters
- A readiness to forgive and forget
- The ability to seek compromise and avoid punishing

Four key conflict resolution skills

The ability to successfully manage and resolve conflict depends on four key skills. Together, these four skills form a fifth skill that is greater than the sum of its parts: the ability to take conflict in stride and resolve differences in ways that build trust and confidence.

- **Conflict resolution skill 1: Quickly relieve stress**
- **Conflict resolution skill 2: Recognize and manage your emotions**
- **Conflict resolution skill 3: Improve your nonverbal communication skills**
- **Conflict resolution skill 4: Use humor and play to deal with challenges**

Conflict resolution skill 1: Quickly relieve stress

The capacity to remain relaxed and focused in tense situations is a vital aspect of conflict resolution. If you don't know how to stay centered and in control of yourself, you may become emotionally overwhelmed in challenging situations. The best way to rapidly and reliably relieve stress is through the senses: sight, sound, touch, taste, and smell. But each person responds differently to sensory input, so you need to find things that are soothing to you.

Conflict resolution skill 2: Recognize and manage your emotions.

Emotional awareness is the key to understanding yourself and others. If you don't know how you feel or why you feel that way, you won't be able to communicate effectively or smooth over disagreements. Although knowing your own feelings may seem simple, many people ignore or try to sedate strong emotions like anger, sadness, and fear. But your ability to handle conflict depends on being connected to these feelings. If you're afraid of strong emotions or if you insist on finding solutions that are strictly rational, your ability to face and resolve differences will be

Conflict resolution skill 3: Improve your nonverbal communication skills

The most important information exchanged during conflicts and arguments is often communicated nonverbally. Nonverbal communication includes eye contact, facial expression, tone of voice, posture, touch, and gestures. When you're in the middle of a conflict, paying close attention to the other person's nonverbal signals may help you figure out what the other person is really saying, respond in a way that builds trust, and get to the root of the problem. Simply nonverbal signals such as a calm tone of voice, a reassuring touch, or a concerned facial expression can go a long way toward defusing a heated exchange.

Conflict resolution skill 4: Use humor and play to deal with challenges

You can avoid many confrontations and resolve arguments and disagreements by communicating in a playful or humorous way. Humor can help you say things that might otherwise be difficult to express without creating a flap. However, it's important that you laugh with the other person, not at them. When humor and play are used to reduce tension and anger, reframe problems, and put the situation into perspective, the conflict can actually become an opportunity for greater connection and intimacy.

Tips for managing and resolving conflict

Managing and resolving conflict

Requires emotional maturity, selfcontrol, and empathy. It can be tricky, frustrating, and even frightening. You can ensure that the process is as positive as possible by sticking to the following conflict resolution guidelines:

Make the relationship your priority

Maintaining and strengthening the relationship, rather than “winning” the argument, should always be your first priority. Be respectful of the other person and his or her viewpoint.

Focus on the present

If you're holding on to old hurts and resentments, your ability to see the reality of the current situation will be impaired. Rather than looking to the past and assigning blame, focus on what you can do in the hereandnow to solve the problem

Tips for managing and resolving conflict

Managing and resolving conflict 1

Pick your battles

Conflicts can be draining, so it's important to consider whether the issue is really worthy of your time and energy. Maybe you don't want to surrender a parking space if you've been circling for 15 minutes. But if there are dozens of spots, arguing over a single space isn't worth it.

Be willing to forgive

Resolving conflict is impossible if you're unwilling or unable to forgive. Resolution lies in releasing the urge to punish, which can never compensate for our losses and only adds to our injury by further depleting and draining our lives.

Know when to let something go

If you can't come to an agreement, agree to disagree. It takes two people to keep an argument going. If a conflict is going nowhere, you can choose to disengage and move on.

**Conflict resolution is one of the five
key skills of emotional intelligence**
The Five Skills of Emotional Intelligence

Skill 1: Quick Stress Relief

Skill 2: Emotional Awareness

Skill 3: Nonverbal Communication

Skill 4: Playful Communication

Skill 5: Conflict Resolution

The ability to resolve conflicts positively and with confidence is the fifth of five essential emotional intelligence skills. Together, the five skills of emotional intelligence help you build strong relationships, overcome challenges, and succeed at work and in life