

# A STUDY ON INTERPERSONAL CONFLICT AND SOLUTION STRATEGIES

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## ABSTRACT

*Conflict is an inevitable fact of human existence. This paper makes a definition of interpersonal conflict, and promotes some interpersonal communication skills as effective for the resolution of conflict. If we work to understand and resolve it effectively, we can improve both the satisfaction and productivity of our social relationships.*

**Keywords** *Interpersonal Conflict, Resolution, Strategies*

## Introduction

We all live in a network which is changing and associated of family members, colleagues, friends and schoolmates. In the majority of cases, we can find ways to get along with each other. But occasionally, there always exists a situation that a roommate occupies the restroom for too long time, or disturbs you. When the conflicts for goals, actions, beliefs, opinions and competition for limited resources or miscommunications and misunderstandings occur, the interpersonal conflict may be inevitable. Nowadays, interpersonal conflict has become one of the most important concerns of researchers and writers especially those who are studying organizational behavior. Interpersonal conflict was observed to be an important topic for both managers and scientists who are interested in understanding the nature of organizational behavior and organizational processes. Conflict was also claimed as an important theme for study in both business organizations and non-business organizations, including the higher education institutions.

claimed that everyone has to face with interpersonal conflict and it is very commonly experienced by managers. One research shows that managers spent about 20 percent of their time in conflict management. The fact that the superior and middle managers use two hours of their daily time in solving confliction situations has been revealed by the American Management Association. Studies show that college-educated adults are not good at dealing with interpersonal conflicts in work. In a study about the conflicts of young adult women, it was found in the result that most women reported being troubled by work-related conflicts, and responding conformably to them. Interpersonal conflict for job is regarded as one of the top occupational working pressure sources and strongly related to a reduction in worker mental and physical health. Employees involved in conflict miss an average of 6% more work, and pay out an average of 50% more in healthcare costs than employees reporting no conflict. In addition, interpersonal conflict for job has been identified as a determinant factor of work disability and a predictor of workplace accidents. The frequency with which interpersonal conflict is reported to occur at work gives additional importance to these findings. Some researches described that the frequency of incidents of interpersonal conflict at work ranged from 25% to 50% of an employee's work day. This study was to explore the interpersonal conflicts and their resolution strategies. It can effectively help people to better face the conflict, deal with conflict and resolve conflicts, and promote the interpersonal relationships

## Definition of Interpersonal Conflict

The concept of conflict is called *wenti* (problem), *maodun* (contradiction), *chongtu* (clash), *zhengzhi/zhenglun* (dispute), *fenqi* (difference) and *butong yijian* (disagreement), which are most usually used by Chinese people to describe conflict. All these words have a strong hostile connection and involve negative emotions in the Chinese interpretation. In western literature, the conflict is considered as a series of disagreement or incompatibility between opinions and principles. People view it as interference or blocking behavior. Others believe it as negative emotions, such as stress, anxiety, depression and anger. What is more, some people believe that the conflict is the perception of different interests. It refers to the idea that involves the beliefs of different social entities (i.e., individual, group, organisation, etc.) who perceive incompatible goals and interference from others

in achieving those goals. No ideal definition for interpersonal conflict. Different researchers have different views about "Interpersonal conflict" based on their researches. believed that interpersonal conflict can be simply described as a clash between two individuals who are unwillingly or unable to fulfill expectations of each other. Interpersonal conflict refers to the representation of incompatibility, disagreement, or difference between two or more interacting individuals. in their book define interpersonal conflict as "An expressed struggle between at least two interdependent parties who perceive incompatible goals, scarce resources, and interference from the other party in achieving their goals". After reviewing some of the recent definitions of interpersonal conflict, I summarized Interpersonal conflict as an interaction of interdependent people who sense disagreement and opposing interests, incompatibility and the possibility of interference, and negative emotion from others.

**Interpersonal Conflict Resolution Strategies** Conflict is inevitable. It is negative when it leads to violence, undermines the communication relationship between the parties involved in the conflict, stimulates people to become uncooperative, or prevents the parties from addressing real issues or problems. However, the conflict can be a positive creative force, when it increases communication, releases stored feelings, leads to the solution of problems, results in the growth of the relationship between parties in conflict, or improves performance. Result of the conflict depends on the way it solves. Just as there are many sources of conflict, people choose different ways to deal with. Some try to avoid conflict as much as possible they can. They believe that the conflict is a signal problems in their relationships, they think a "nice" people do not experience conflict, or that conflict will inevitably bring frustration, anger or anxiety. This approach may prove to be ineffective for two reasons. First, conflict is inevitable.

There are many different strategies to handling conflict; however, not all of them are wise strategies. According to Floyd (2009), "Our choices almost always have an effect on our relationships". Most of us use conflict skills that we observed growing up, unless we have made a conscious effort to change our conflict resolution style. Some of us observed good conflict resolution, while others observed faulty conflict resolution. Therefore, it is important to learn, and practice effective conflict resolution strategies. The conflict resolution strategy you chose to apply will have an effect on your relationships with others. Conflict does not damage relationships, poor resolution of conflict does. Interpersonal conflict resolution is a permanent solution to the problem or dispute through dialogue, without physical or verbal violence.

**Strategies for Resolving Conflict** Here are some methods in life skills to effectively deal with interpersonal conflict, conflict resolution in this study provide some effective interpersonal communication skills.

## Conclusion

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