

RETROSPECTIVE VIEW OF CONFLICT MANAGEMENT: ITS CAUSES, IMPLICATIONS AND MANAGEMENT STRATEGIES IN THE WORKPLACE

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ABSTRACT

Conflict is a multi-dimensional element that is common in any workplace and society at large. The fight to eliminate conflict in the workplace and society is a sure to lose battle- this is speaking on the inevitable propensity with which it is seen. Therefore, this theoretical paper focuses on x-raying the imminent causes of conflicts in the workplace, its implication and how they can be managed to strengthen organizational prosperity. The study find out amongst others that conflict is both constructive- that is, it can lead to organizational growth and destructive- which means it can put the organizational activities to a halt. This finding, in course of reviewing literatures tends to be consistent with other findings. The study recommends amongst others that management should periodically train workers on emotional intelligent courses to reduce personality clash in the workplace. Also the study encourages clear and effective communication amongst organizational actors to avoid communication breakdown.

Keywords: Conflict, conflict management, constructive conflict and destructive conflict.