

## **CONFLICT MANAGEMENT STRATEGIES OF PRINCIPALS FOR SUSTAINABLE LEARNING ENVIRONMENT**

**Dr. (Mrs.) Jack, Ihechi Florence & Dr. (Mrs.) P.C. Ukaigwu**

Department of Educational Management

Faculty of Education

University of Port Harcourt, NIGERIA

### **ABSTRACT**

Schools are prone to conflicts and breakdown in communication especially in an age where all role players are aware of their rights. School based conflicts can be ignited by a number of aspects. Yet school principals as managers are expected to be able to creatively address conflicts in their schools. The study was designed to identify the principals level of utilization of conflict management strategies to manage these conflicts. The strategies are integrating, dominating, compromising and avoiding strategies. Four research questions addressed the study. A 16 item questionnaire was used to generate data. A sample of 9 principals were randomly selected from a target population of 19 principals in secondary schools in Obio/Akpor Local Government Area of Rivers State. Tables were constructed, frequency counts, percentage and mean computed to provide answers to the research questions. The result revealed that the principals uses the integrating and compromising strategies more than the other strategies in the management of conflicts in their school. Based on these findings, the paper concluded that school administrators (principals) are beginning to understand that conflict is inevitable in the school system and they have appreciate the fact that it could be managed through various strategies. It was recommended that, relevant institutional framework should be appropriately put in place to enable the principals further appreciate the emerging ideas and innovations concerning teacher and students conflict management in schools.