

# Conflict and Negotiation Process in the Organization

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## Abstract

Conflict is a natural and inevitable occurrence in any organizational setting which makes it unavoidable; hence the introduction of concepts like conflict management., conflict resolution and negotiation. These concepts are supremely important on harnessing the benefits of healthy conflicts; while also decimating conflicts that debilitate organizations. The review focuses on types and dimensions of conflicts with various acceptable ways to handle them in an organization, which in the end will enhance achievement of organizational goals, employee effectiveness and strategy alignment across all cadre of employees. Unresolved Conflict with the multidimensional cost is the bane of progress in any organization, whether it is sovereign, public or private, and as such demands a thorough blend of study for complete grasp of the underlying factors and conflict dynamics. The organization that will excel in productivity, profitability, agility and sustainability must incorporate effective management of conflict, as a critical success factor in its quest to achieve and surpass corporate objectives.

## Introduction

Conflict means clashing or disagreement between the individuals or group coming from different places, different cultures, different interests and ideas. At the workplace, whenever, two or more persons interact, conflict occurs when opinions with respect to any task or decision are in contradiction. A common example of organizational conflict occurs when workers advocate for higher pay and the business owner or management wants pay levels to remain the same.

Negotiation is the process of discussing each individual's position on a topic and attempting to reach a solution that benefits both parties. We often step in and negotiate when a conflict is taking place, but conflict doesn't have to exist for there to be an opportunity for negotiation. Good negotiation helps the organization to get success it helps to build a strong relationship, quality solutions rather than poor short term solutions that do not satisfy either party.

Conflict negotiation is the process of resolving a dispute or a conflict permanently, by providing for each sides' needs, and adequately addressing their interests so that they are satisfied with the outcome.

Facts of conflict and negotiation :-

Conflict and negotiation in the workplace takes place when individuals have different ideas, beliefs or theories regarding business operations. Business owners may also find conflict when bargaining with individuals or other businesses. Acquiring economic resources or other business assets often involves bargaining.

Negotiation is the process of discussing each individual about a topic and attempting to reach a solution that benefits both parties. Conflict and negotiation are usually more prevalent in larger business organizations since more individuals are involved in the company's operations.

## Literature review

Conflict and negotiation process is Inevitable fact for employers and managers. Different different organizations have different different way of handling the negotiation and conflict within the organization. Some prefer that it is good to stay calm and try to solve alone and some believe in hand in hand solid communication among the organization. In this research, it's clearly explained about the causes of conflict and how to deal with it and what others opinion on this and how to enhance negotiation skills. This study examined the occurrence of conflict and how to deal with it this addressed the several ways to handle the conflict and explained what to do for making any situation or negotiation, a win - win negotiation.

Conflict and negotiation are aspects of running a business. Business owners face conflict with partners, managers, employees and the general public. Negotiation is often a key part of conflict-management skills for creating an amicable solution for all parties involved in the conflict. Many small or home-based businesses avoid internal conflict and negotiation because owners are primarily responsible for completing

business functions. However, external conflict and negotiation occur for most companies in the business environment.

### Research methodology

#### METHODOLOGY OF STUDY:

The project is a systematic presentation consisting of the enunciated problem, formulated hypothesis, collected facts of data, analyzed facts and proposed conclusions in form of recommendations. The data has been collected from both the sources primary and secondary sources.

#### DATA COLLECTION:

**Primary Data:** Primary data was collected through survey method by distributing questionnaires to employees. The questionnaires were carefully designed by taking into account the parameters of my study.

**Secondary Data:** Data was collected from web sites, going through the records of the organization, etc. It is the data which has been collected by individual or someone else for the purpose of other than those of our particular research study. or in other words we can say that secondary data is the data used previously for the analysis and the results are undertaken for the next process.

#### KIND OF RESEARCH

The research done by

**EXPLORATORY RESEARCH** This kind of research has the primary objective of development of insights into the problem. It studies the main area where the problem lies and also tries to evaluate some appropriate course of action.

**Sample design-** A complete interaction and enumeration from several HR and manager was not possible so sample was chosen that consisted of 5-6 HR and managers and research paper was prepared by taking necessary steps to avoid biased while collecting data.

#### Tools of Analysis:

The data collected from both the sources is analyzed and interpreted in the systematic manner with the help of statistical tool like percentages.

**RESEARCH DESIGN:** A research design is the arrangement of the condition for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure. A

research design is the specification of methods and procedure for acquiring the information needed to structure or to solve problems. It is the overall operation pattern or framework of the project that stipulates what information is to be collected from which source and be what procedures.

Data analysis and interpretation-

Prepared the questionnaires for the HR and other management team and according to that we interpreted the analysis and make some recommendations and limitations. We share the survey form to 6-10 people and analyse their feedback.

Q.1- Have you ever faced a conflict of interest during a cross-departmental project?

a. Yes

b. No

- In this 100 percent response is for yes, means all the people faced a conflict of interest during a cross departmental project. It means that it doesn't matter the organization is big or small, organization is MNC based company or non-MNC all companies have disputes as there are different different kind of person as all are from different culture from different state have different language and have different opinions and most important have different preferences and interest. So it is possible that there can be a conflict of interest during cross departmental project as all have different ideas and interest in that particular project and there maybe chances of arisal of conflict.

Q.2-How do you handle conflicts within your team?

a. Make hand in hand strong and solid communication with team.

b. Go alone - try to resolve by their own and don't discuss with team and make decisions.

- 70% people prefer to make hand in hand strong and solid communication with team and 30% prefer to solve it by their own. 70% people think that when they make cut to clear communication and the process of sharing information and feedback is better as they will come to know about what their employees think and want and after knowing all the feedback they can give the conclusion on that in such a way that create a win win situation and 30% people think its better to try to solve it again because when they will go for discussion there is chances to arisal a conflict or heated argument among the employees or inbetween the employers and employees. Both have their own perspection. But personally I feel that the most effective way to handle conflict is to make hand in hand strong and solid communication with team because in this you aware about your teams ideas and thoughts and their needs and wants and you can create a win win situation.

Q.3- Most of the time you face conflicts because of :

a. External factors

b. Internal factors

-When we conducted the survey we got the feedback that 60% organization face conflict because of internal factors and in that 45% are women and 15% are men. And 40% face conflicts because of external factors in this 40% there is mostly big companies they are more affected by external factors as for ex- there is a MNC company and HR of the companies need to join new candidates for particular profile and they give that duty to external that is consultant company and in single company there is lot of recruiters and for suppose that consultant share the same candidate for all HR recruiter of that company and at that point of time when they need to join that candidate all HR want to hire that candidate by their end so at that time there is chance of arisal of conflict because of external factors and there are also many more examples.

Q.4- How would you react if a coworker blamed you for something that wasn't entirely your fault during a meeting?

- a. Show anger
- b. Keep calm and ignore that
- c. Make solid communication and clear everything

-In this population of 10% prefer to show anger and shut the mouth of the employees who are at below position than them. 40% people prefer to keep calm and ignore the things and try to avoid that situation. And 50% prefer solid communication and clear everything as they think that when they make cut to clear communication and the process of sharing information and feedback is better as they will come to know about what their employees think and want and after knowing all the feedback they can give the conclusion on that in such a way that create a win win situation.

Q.5- do you think you need to enhance your negotiation skills?

- a. Yes
- b. No

-60% of population say yes they need to enhance their negotiation skills after analysing their previous performances and concluded that they need to change and they have some area of improvement in their work and in process of work within the organization. And need to learn how to make a win win negotiation. 40% people think they do not need to enhance as they already working in flow and no loopholes in their work yet.

### Result and discussion -

After conducted the survey, got feedback from the HR and other management team and analyse their feedback and interpreted the analysis of feedback in result we got that different different organizations using different procces for work. Some small or start-ups company have different strategy and different way to handle the conflict and negotiation, the company who already have their brand value have different strategies for doing work and handle the conflict and negotiation small and startup company mostly face conflicts because of internal factors as in these kind of organization have mostly new employees and all are come from different ideas and beliefs and all try to put their ideas and belief in particular project at that time there is arisal of conflict but everyone it does not matter that organization is big or small, everyone face conflicts within the organization via external or internal factors and after the analysis we found that the most effective way to handle the conflict and negotiation process in the organization is to make solid communication and clear everything and give respect to individuals opinions, ideas, culture and background.

### Conclusion -

After analysing the research the only conclusion is to always make solid communication and clear everything and build active listening skills, leadership qualities and communication skills, these skills helps to make effective communication and the information which you shared others can easily understand that. And the after looking the limitations of study go on the conclusion that always make friends or stay with intellectual mindset person and always before preparing research keep in mind what the outcome you want first fix your aim and accordingly try to make availability of all the resources and increases sample size.