



# Human Resource Department's Role in Handling Conflicts

C1 – C2

Module 1

# Synopsis

- ❑ Revision of Human Resource Functions.
- ❑ Human Resource's Role In Conflict Resolution.
- ❑ Effects Of Conflict.
- ❑ Steps To Conflict Resolution.
- ❑ Benefits of Conflict Resolution.
- ❑ Demerits of Conflict Resolution.
- ❑ Exercises.

Here's What  
We will be  
Learning in this  
Presentation:



# Vocabulary

**Collision** - An instance of one moving object or person striking violently against another.

**Mid-way** - In or towards the middle of something.

**Equitable** - Fair and impartial.

**Amicable** - Characterized by friendliness and absence of discord.

**Belittle** - Dismiss (someone or something) as unimportant.

# Revision of Human Resource Functions

As we have seen in the other topics, the Human Resource Department of an organization has many functions.

The functions of HRM include:

- Employee Grievances
- Implementing Policies and Processes
- Employee Recruitment
- Training and Development
- Performance Appraisal
- Rewarding

# Human Resource's Role In Conflict Resolution

What is a conflict?

A conflict is defined as collision of different perspectives to cause disagreement.

In professional companies, it's the Human resources department who is expected to resolve conflicts between employees or managers.

Conflict can be very positive; if HR deals with it openly. Effective conflict resolution can strengthen your work unit by correcting problems.



# Effects Of Conflict

The effects of conflict could be positive or negative. However, conflict is rarely seen as constructive.

In certain contexts (such as competition in sports), moderate levels of conflict can be seen as being mutually beneficial, facilitating understanding, tolerance, learning, and effectiveness.

If a conflict went on for a long time, despite all efforts to solve it, then this would lead to negative emotions in the organization - envy, anger, hate, resentment and much more.

He keeps stealing my food from the fridge. Incidentally, I have never seen him bring his own lunch.



False Accusations!! He has never seen me take his lunch. How dare he blame *me* without proof?

# Exercise 1

1) Describe one such conflict you have been involved in, and how did you (or someone else) resolve it?

2) Make sentences with the following words:

a) Grievances

b) Collision

c) Tolerance

# Steps To Conflict Resolution

## 1) Set the Scene:

- Promoting good relationships through mutual respect and courteous behavior is most important.
- Keep the problem separate from the person and debate the real issues.
- Pay attention to each person's interests; listen carefully and respectfully.
- Be open to exploring all options.

**2) Gather Information:** It is a very important resolution tool, especially in a human resources setting. It is the ability to go deeper than the surface to really get an understanding of an individual's underlying needs, concerns and point of view.

- Identify the issues.
- Listen.
- Clarify feelings.



**4) Agree with the problem:** Gathering the involved parties together for a brainstorming session not only helps to resolve the problem quickly, but it makes everyone feel like they are part of the solution. Nevertheless, it is important to have an equitable conclusion rather than an amicable conclusion.

- Move quickly.
- List all ideas.
- Expand on other's ideas.
- Be creative.



**5) Negotiate a solution:** By this point, it's possible that all parties better understand each other's positions and have resolved the conflict. If not, it may be necessary to step in and negotiate a mutually satisfying solution.

6) If the conflict is causing a disturbance in the department and it remains unresolved, then you may need to explore other possibilities, for example, an outside facilitator or mediator.

So, you think you are better than me? That you can do a better job? I'll show you.....

Fine. Go ahead, try to belittle me... Mind you, you cannot even do that properly.



**“A mediator hasn’t worked, so I brought in everyone’s moms.”**

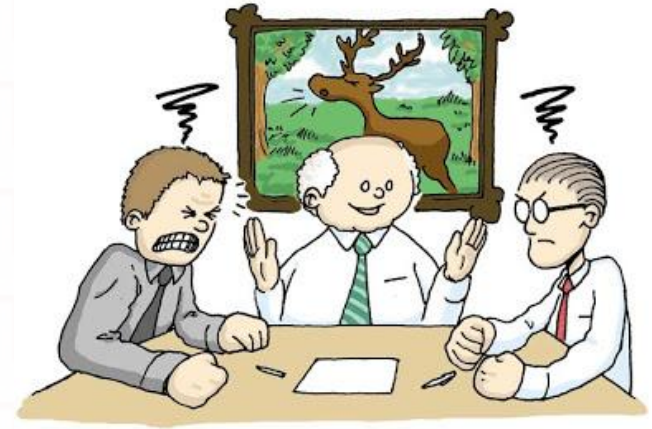
# Benefits of Conflict Resolution

- ✓ Gain cooperation from team members.
- ✓ Improve performance and productivity. (If the conflict is solved satisfactorily).
- ✓ Reduce stress.
- ✓ Solve problems as quickly as possible.
- ✓ Improve relationships and teamwork.
- ✓ Enhance creativity.
- ✓ Increase staff morale.



# Demerits of Conflict Resolution

- ✓ The resolution may divide the parties into two opposing teams creating “Winners and Losers”.
- ✓ Escalation: This happens when the parties involved refuse to admit to misconduct and might blame the other party.
- ✓ Manipulation by the mediator resulting in a permanent lack of trust.
- ✓ The resolution of a conflict may only be temporary, and the situation may arise again in the future.



# Exercise 2

1) Fill in the Blanks:

a) \_\_\_\_\_ is the ability to go deeper than the surface to really get an understanding of an individual's underlying needs, concerns and point of view.

b) The effects of conflict could be \_\_\_\_\_ or \_\_\_\_\_ .

2) Give synonyms of:

a) Morale

b) Clarify

c) Escalate