



RUKMINI DEVI
Institute of Advanced Studies

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Web Report on Guest Lecture on “Conflict Management”

Title	Guest Lecture on Conflict Management for the students of BBA
Date	March 21, 2016
Resource Person/Facilitator	Ms. Sona Vikas, Assistant Professor, Ansal University.
Summary	<p>Conflict Management is a topic which pertains to every one as we often face conflict in day to day life. Conflict is a clash of interests, values, actions, views or directions. People disagree because they see things differently, want different things and have diverse thinking styles which encourage them to disagree, or are predisposed to disagree.</p> <p>Organizations, undoubtedly, are diverse with a large number of interdependencies and thus there is a potential for many disagreements. Since people in an organization come from varied professional and cultural backgrounds, conflicts arise due to the difference in their style of working. At that time, knowledge regarding the ways of managing such conflicts plays a vital role in one’s career. Conflict management is often one of the biggest drivers of change. If properly handled, it can help people to be more innovative and can create stronger bonds, build effective teams and improve performance. Therefore, a lecture was organized to help students understand the concept and relevance of conflict management from the right perspective. It focused on learning various ways of managing conflict and facilitated the participants to be a more effective negotiator.</p> <p>Ms. Sona Vikas, the guest speaker, addressed the students regarding the importance of conflict management at workplace. She stressed on the fact that conflict situations arise because of fear, force, fair or funds. Fear is an</p>

imaginary concern for future. Force of any kind initiates and concludes conflicts. Fair is the sense of fairness, which determines the moral values of an individual. During the lecture, Ms. Sona discussed about the following topic with the students that why conflict arise, conditions leading to conflict situations in organizations, effects of conflicts, the different stages in the conflict process, the elements and the different theories about conflict and ways to deal with conflict. The facilitator briefed the students that interpersonal conflicts arise because of differences in personality, perceptions, status and ideological and philosophical outlooks.

This lecture helped the students to understand the different reasons such as communication gaps, personality differences, substandard performance, responsibility and authority, lack of cooperation or competition for limited resources which may lead to conflicts at workplace so that they are able to either avoid or handle such situations in the future.