



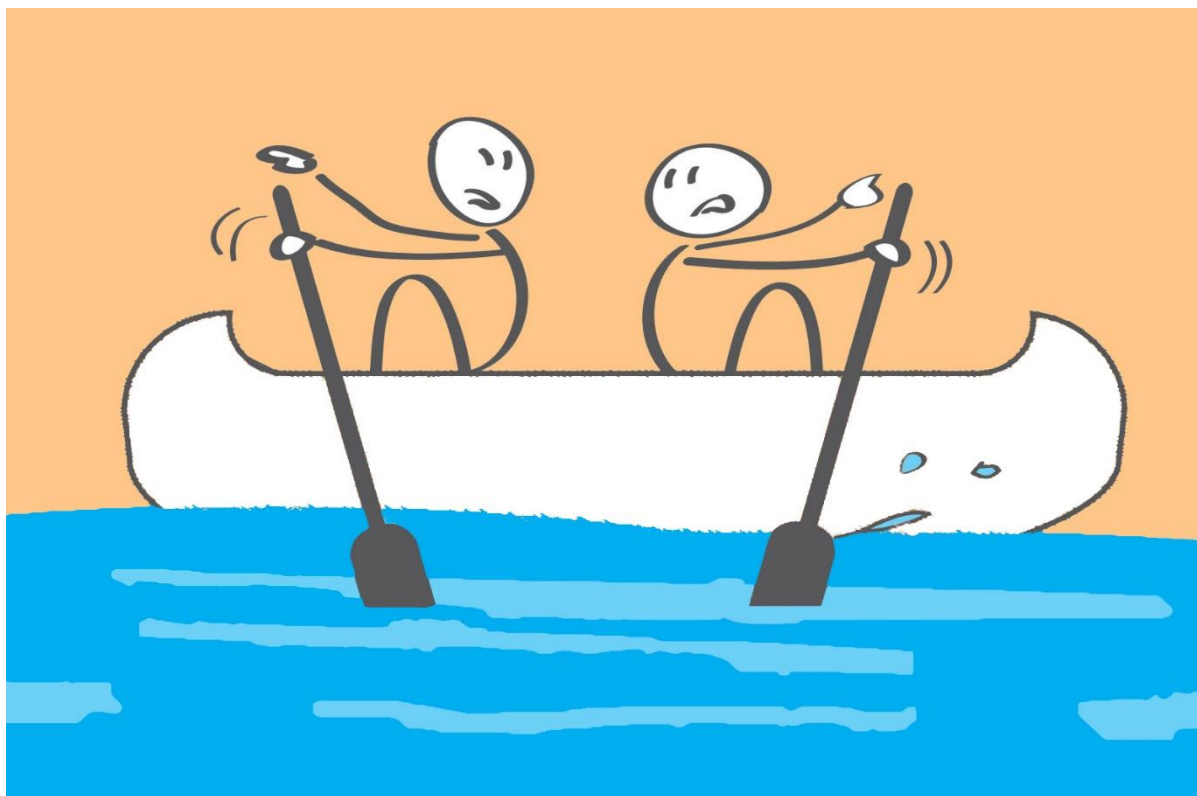
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Module 5

Communication

LA 2

Challenging relationship



M5_LA2_a





Con – fligiere

Con means together

and

Fligiere means to strike

Common elements

in the definitions of conflict:



- there are recognized opposing interests between parties in a zero - sum situation;
- there must be a belief by each side that the other one is acting or will act against them;
- this belief is likely to be justified by actions taken;
- conflict is a process, having developed from their past interactions

Common Barriers to Effective Communication:



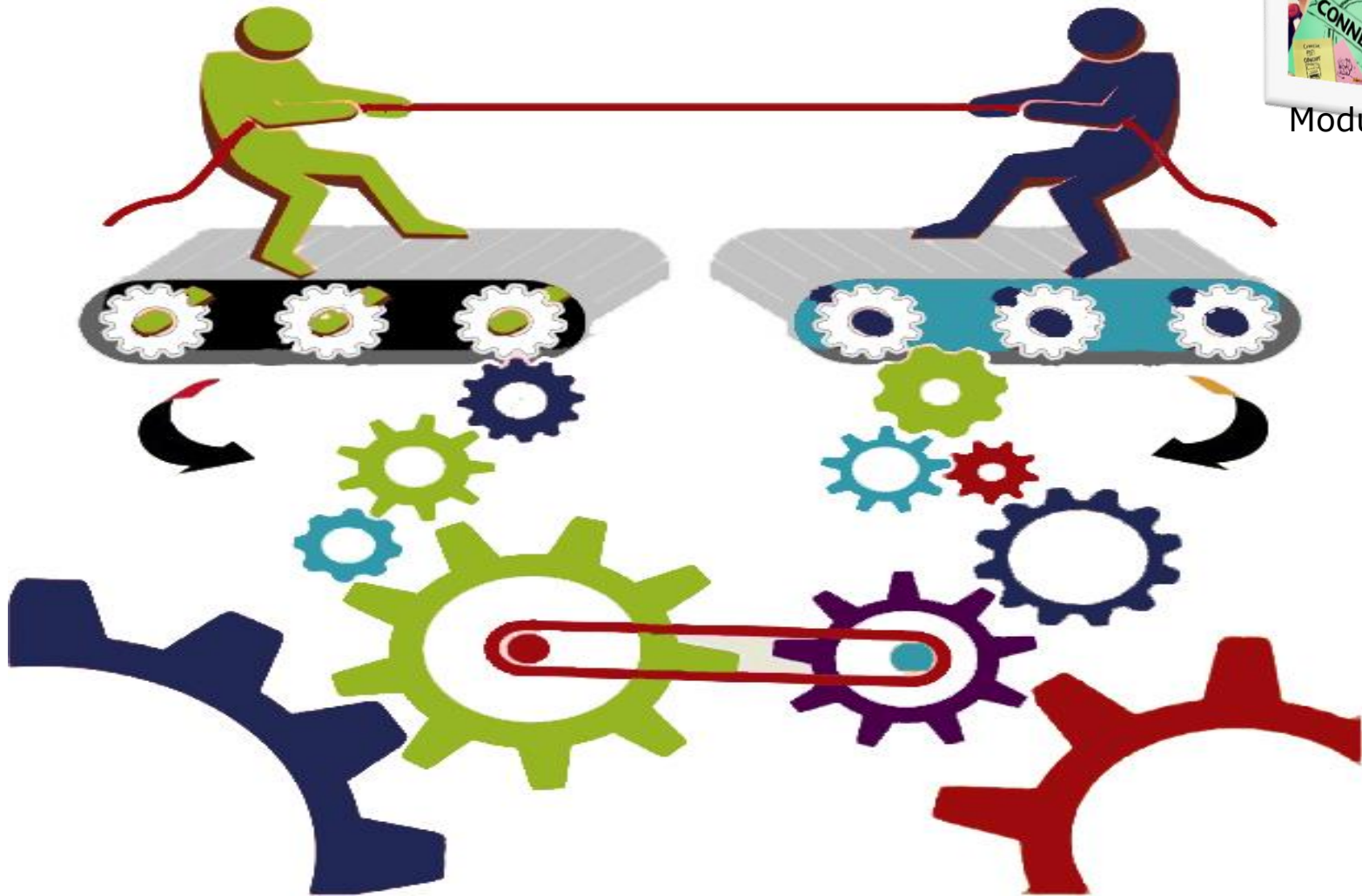
- Language differences
- Expectation and prejudices
- Cultural differences
- Different viewpoint and perception
- Physical barriers
- Psychical barriers





There are many barriers to communication and these may occur at any stage in the communication process. Barriers may lead to your message becoming distorted and you therefore risk wasting both time and/or money by causing confusion and misunderstanding.

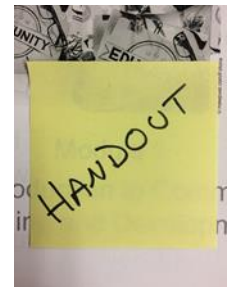
Effective communication involves overcoming these barriers and conveying a clear and concise message.



Conflict management



is the process of limiting the negative aspects of conflict while increasing the positive aspects of conflict. The aim of conflict management is to enhance learning and group outcomes, including effectiveness or performance in organizational setting. Properly managed conflict can improve group outcomes.



M5_LA2_c

Conflict resolution and conflict management



- **Conflict resolution** involves the reduction, elimination, or termination of all forms and types of conflict
- **Conflict management** does not imply conflict resolution. Conflict management minimizes the negative outcomes of conflict and promotes the positive outcomes of conflict with the goal of improving learning in an organization



Different conflict strategies

- Khun and Poole's model
- DeChurch and Mark's Meta-Taxonomy Model
- The Rahim approach



Khun and Poole's model consists of two main sub-models - distributive and integrative. The distributive sub-model involves the allocation of wins and losses between the parties. The goal here is to have each party win some concessions. The integrative sub-model focuses on compromise.



In the DeChurch and Mark's Meta-Taxonomy

Model the researchers found that conflict resolution can be broken down into two basic subtexts. The first is activeness. This involves a parties directness in solving a problem, are they direct and assertive with what they want out of negotiations or are they passive and unpleasant? The second subtext is agreeableness. In agreeableness the parties are evaluated based on how pleasant and relaxed they are.



The **Rahim approach** integrates five different approaches in one. The idea behind it is that there is no one conclusive model to conflict resolution. It involves integrating, obliging, dominating, avoiding, and compromising.

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Module 5

Emotions

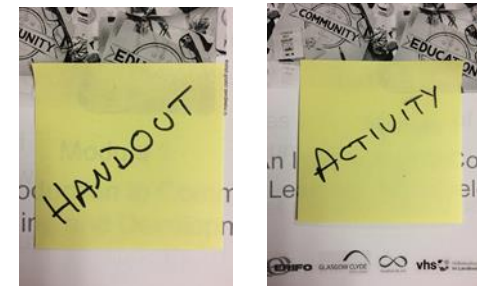


The word "emotion" dates back to 1579, when it was adapted from the French word émouvoir, which means "to stir up".

His research findings led him to classify six emotions as basic:

anger, disgust, fear, happiness, sadness and surprise.

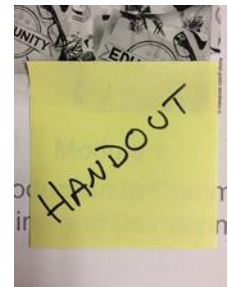
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Emotional intelligence



Emotional intelligence can be defined as the ability to monitor one's own and other people's emotions, to discriminate between different emotions and label them appropriately and to use emotional information to guide thinking and behaviour



M5_LA2_h



Module 5

Insight Connection
understand change constructive situation
others
opportunity conflict
positive Learning time
growth