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UNIVERSITY OF GALWAY

CT 3112 - PROFESSIONAL SKILLS – Workplace communication and behaviour: Conflict

Dr Natalia Resende

University
ofGalway.ie





Cambridge
Dictionary

Make your words meaningful

Definition

• **According to the Cambridge English Dictionary, conflict is defined as:**

- *"a serious disagreement or argument, often leading to fighting or war, between countries, political groups, etc."*
- *"a situation in which two or more people, groups, or forces are opposed to each other and trying to achieve different things, especially so that they cannot both succeed at the same time."*



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Conflict

Two or more opposing parties:

- Disagreement
- Controversy
- resistance to change

Arise:

- Values
- Interests
- Needs
- Beliefs
- Perceptions

Result:

- Tensions
- Arguments
- Physical violence



Conflict

Revolver around needs:

- Control
- Recognition
- Affection
- Respect



Sources of conflict

- Structural conflicts
- Procedural conflicts
- Interpersonal conflicts
- Role conflicts
- Goal conflicts





Conflict Resolution

• For conflict resolution, the following are typically necessary:

- Communication
- Empathy
- Flexibility
- Trust
- Mediation
- Commitment to a resolution





Nobel Peace Prize

- Alfred Nobel in 1895
- individuals work for fraternity between nations, abolition or reduction of standing armies and conflict resolution
- prestigious awards in the world recognizing individuals, organisations and movements for promoting peace and resolving conflicts



Thank You



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