10.8: Summary

In this chapter, we have dealt with managing conflict. We have defined conflict and identified dangers that can arise from it. We have leadership approaches to conflict and reviewed the nature of conflict in the work environment. We have also explored effective conflict management strategies and explained how to develop and when to use a crisis communication plan. Conflict is a perennial and nature part of group communication which can be managed effectively if we understand the important concepts and skills shared in this chapter.

Review Questions

Interpretive Questions

1. In what 2–3 ways has your view of conflict changed as a result of reading this chapter?

2. To what degree do you feel that techniques which are effective for managing conflict in small groups can produce positive results within large organizations or between nations? On what evidence or experience do you base your view concerning this question?

Application Questions

1. Think of one of your ongoing relationships in which conflict plays a larger or more harmful part than you would prefer. Which conflict management strategies from this chapter are you willing to put into use in that relationship? Please report back to one or more of your classmates in two weeks concerning the outcome of your plan.

2. Think of a leader you know who you believe manages conflict particularly effectively. Arrange an interview with the person in which you ask him/her for examples of how s/he used one or more of the strategies mentioned in this chapter. Ask also if the person has further advice for you to use in a conflict situation. Present your instructor with a short written description of the results of your interview.