

Conflict Management for Generations

Conflict causes stress, low morale and decreased productivity. Conflict is nothing more than a struggle between two or more forces, and in today's diverse workforce, conflict is therefore inevitable. Organisations consist entirely of individuals, each with their own views on how things should be carried out. Without these views, new ideas and strategies would not be formed. However, with these views comes conflict.

For the first time in history, four generations now interact with each other in the workplace. Each generation brings its own set of characteristics, morals, values, beliefs, experiences and attitudes to work. The potential for conflict, miscommunication and misunderstanding has never been greater.

In order to effectively manage conflict you need to understand how the generations understand and deal with friction. This understanding will enable an organisation to adapt conflict management styles to successfully address individual members of a team.

By examining this through the perspectives of the different generations, we are able to look at what kind of conflict management techniques will be successful in dealing with each of the generations and present practical guidelines for when to use them. This will enable organisations to use the conflict between employees to achieve new and alternative levels of creativity and productivity.

This focus unit looks at the following:

- attitudes to authority
- attitudes to situations of conflict
- how conflict is internalised
- conflict management styles for the different generations
- practical guidelines on when to use different conflict management techniques

Understanding these generational differences is critical to those managers who are willing to adapt their style in order to ensure that all conflict has a positive not negative effect on an organisation.

Number of delegates: Minimum 10, maximum 40