



## **[Glossary]**

### **Organizational Conflict**

<b>Subject:</b>	Business Economics
<b>Course:</b>	B. A. (Hons.), 4 <sup>th</sup> Semester, Undergraduate
<b>Paper No. &amp; Title:</b>	Paper – 402 Organizational Behavior
<b>Unit No. &amp; Title:</b>	Unit – 5 Organisational Change, Conflict and Power
<b>Lecture No. &amp; Title:</b>	Lecture – 2 Organizational Conflict

## **Glossary**

**Accommodating:** It is the willingness of one party in a conflict to place the opponent's interests above his or her own.

**Avoiding:** It is the desire to withdraw from or suppress a conflict.

**Collaborating:** A situation in which the parties to a conflict each desire to satisfy fully the concerns of all parties.

**Competing:** A desire to satisfy one's interests, regardless of the impact on the other party to the conflict.

**Compromising:** A situation in which each party to a conflict is willing to give up something.

**Conflict management:** The use of resolution and stimulation techniques to achieve the desired level of conflict.

**Conflict process:** A process that has five stages: potential opposition or Incompatibility, cognition and personalization, intentions, behavior, and outcomes.

**Conflict:** A process that begins when one party perceives that another party has negatively affected, or is about to negatively affect something that the first party cares about.

**Dysfunctional conflict:** Conflict that hinders group performance.

**Felt conflict:** Emotional involvement in a conflict that creates anxiety, tenseness, frustration, or hostility

**Functional conflict:** Conflict that supports the goals of the group and improves its performance.

**Intentions:** Decisions to act in a given way.

**Interactionist view of conflict:** The belief that conflict is not only a positive force in a group but also an absolute necessity for a group to perform effectively.

**Perceived conflict:** Awareness by one or more parties of the existence of conditions that create opportunities for conflict to arise.

**Process conflict:** Conflict over how work gets done.

**Relationship conflict:** The Conflict based on interpersonal relationships.

**Task conflict:** Conflict over content and goals of the work.

**Traditional view of conflict:** The belief that all conflict is harmful and must be avoided.