



[Summary]

Organizational Conflict

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

Summary

Many people assume conflict lowers group and organizational performance, this assumption is frequently incorrect. Conflict can be either constructive or destructive to the functioning of a group or unit. Levels of conflict can be either too high or too low to be constructive. Either extreme hinders performance. An optimal level is the one that prevents stagnation, stimulates creativity, allows tension to be released and initiates the seeds of change without being disruptive or preventing coordination of activities. One conflict-handling strategy will not always be best. One should select a strategy appropriate for the situation. Using collaboration, accommodation, competition and avoidance the conflict can be handled well.