

Conflict Resolution Between Teams

Final Paper

Chris Cornelius

Purpose

The purpose of this paper is to examine conflict between teams and show how conflict between teams can be healthy and productive. It is inevitable conflict will arise between teams. The conflict may be substantive or emotional. Misunderstanding over goals, tasks, or resources leads to conflict. Teams are made up of people and personal feelings and emotions between teams may arise and create an unhealthy relationship between teams. Feelings such as jealousy, insecurity, annoyance, envy or personality conflict are all human emotions that can play a role in conflict.

The goal here is to create a go to brochure for a specific organization where I currently serve on a committee. However the end product can be utilized in other companies or organizations that have at least 2 teams that need to work together in order to complete assigned goals or missions. The brochure can be used by members of the team, to include the leaders of the team, management within an organization, or human resources personnel who may be assigned to help resolve team conflicts.

Conflict between work teams left unchecked causes teams to be ineffective and unproductive. Conflict resolution is a necessity in order to obtain their goal. Ultimately the organization, as a whole, will suffer.

Target Audience

My target audience is an organization in my community where I serve on a committee that, at times, needs to work with other committees. This committee is an elected board that is assigned to work on specific goals. The committee's work is sometimes impacted by actions of other committees within the same organization. At times, there appears to be a power struggle between the committees and a difference of understanding of assigned goals and purpose of each

other's role regarding the tasks. Both teams need to resolve their conflicts, in order to move forward to achieve the overall goals of the organization.

Distribution

The project goal is to create a brochure on how to resolve conflict between teams and distribute them at a joint meeting retreat. The brochure would accompany a short presentation, made by myself, on conflict resolution between teams. These brochures will be sent electronically to each committee member. An electronic, downloadable document can be shared on the internet for others to use as a resource.

Research / Method

Research involved a review of various sources from the internet to numerous scholarly journals. Some research was based on studies of intergroup training workshops with participants discussing conflict situations and conflict resolution involving third party intervention. A careful examination of various research and literature also included work conducted by social scientists

Summary

Studies reviewed shows there are a number of problem solving approaches to resolve intergroup conflict within organizations. What I learned is similar strategies and methods used to resolve conflict between people in general also apply to teams in conflict. Poor strategy produces negative outcomes. Interteam Conflict Strategies includes:

- Dominating
- Integrating
- Obliging
- Avoiding

APA

Fisher, R. (1983). Third Party Consultation as a Method of Intergroup Conflict Resolution: A Review of Studies. *The Journal of Conflict Resolution*, 27(2), 301-334. Retrieved March 22, 2021, from <http://www.jstor.org/stable/173706>

https://smallbusiness.patriotsoftware.com/what-is-interdepartmental-communication-strategies/?utm_source=ENT45&utm_medium=article&utm_campaign=GBL&utm_content=work_conflict