



## CONFLICT RESOLUTION STRATEGY FOR WORKING WOMEN

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### Abstract

*When conflict is mismanaged it can harm the relationship but when handled in a respectful and positive way, conflict provides an opportunity for growth & ultimately strengthening the bonds. For successful conflict resolution everyone should face disagreements with confidence and keep your personal and professional relationships strong and separate. It is mostly said that women takes decision from their heart not their brain. They are more emotional and sentimental than men so they ever live in a conflict zone.*

*There are so many techniques or styles which are used in resolving the conflicts. Some of them are –*

- *Start with Self*
- *Solved mutually*
- *Positive thinking*
- *Hone Your Listening Skills*
- *Compassion and Empathy*
- *Be Expressive*

*Successful conflict resolution depends on ability to regulate stress and emotions. Emotional awareness and emotional control are the keys to understand the preferences and principles. It is necessary to be able to communicate effectively and emotionally or smooth over disagreements. Although knowing feelings may seem simple, many people ignore or try to sedate strong emotions like anger, sadness, and fear. But ability to handle conflict depends on being connected to these feelings. Strong emotions insist on finding solutions that are strictly rational, ability to face and resolve differences will be impaired. Hence present paper deals mainly with the conflict resolution strategies helpful for combating routine conflicts of working women.*



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### Introduction

Conflict between people is a fact of life and it is not necessarily a bad thing. In fact, a relationship with frequent conflict may be healthier than one with no observable conflict. These occur at all levels of interaction at work, among friends, within families and between

relationship partners. When conflict occurs, the relationship may be weakened or strengthened. Thus, conflict is a critical event in the course of a relationship. It can cause bitterness, hostility and perhaps the ending of the relationship. If it is handled well, conflicts can be productive, leading to deeper understanding, mutual respect and closeness. Whether a relationship is healthy or unhealthy depend not so much on the number of conflicts between participants, but on how the conflicts are resolved.

Each country has its own unique culture and traditions, each society view the role of women differently. This will vary by country or region and can be influenced by such factors as education, religious and cultural norms, the legal status of women and the degree of exposure to western ideas and culture. Because women do not have the same level of influence that men do in most societies, they are easily marginalized. There are many challenges in providing effective psychosocial support to women who have experienced such extensive trauma and drastic disturbance in their roles and responsibilities within their families, communities and in their professional life. Women must also be educated, through capacity-building, on how to make a transition in professional sectors. Altogether, greater participation of women in the decision making process should be facilitated on issues related to resolution of conflicts. Working Women who are in main line of conflict zone are -

- Women parliamentarians
- Women in senior positions in the public service
- Women in managerial and executive positions in the private sector
- Women in academic and research institutions
- Women in NGO and CBO leadership positions
- Women in professional associations

### **Problems of Working Women**

The Constitution of India guarantees equality, liberty and dignity to the women of India. The Fundamental Rights, The Directive principles of State Policy and Fundamental Duties etc virtually assure equal status to women and provide special protection. Yet there are many problems which are faces by every working woman –

- Personality or style differences and personal problems such as substance abuse, childcare issues, and family problems.
- Organizational factors such as leadership, management, budget, and disagreements.
- Poor communication, different values, differing interests, lack of resources and poor performance.

- Office romances can be a cause of workplace conflict.
- Passive aggressive behavior is a common response from workers and managers which is particularly noxious to team unity and productivity.
- Surface appearance to be agreeable, diplomatic and supportive, yet who are actually dishonest behind the scenes.
- Miscommunication resulting from confusion or refusal to cooperate
- Training and transfer on the basis of gender

**HEALTHY AND UNHEALTHY WAYS OF RESOLVING CONFLICT**

<b>Unhealthy responses to conflict</b>	<b>Healthy responses to conflict</b>
<ul style="list-style-type: none"><li>• An inability to recognize and respond to the things that matter to the other person</li><li>• Explosive, angry, hurtful, and resentful reactions</li><li>• The withdrawal of love, resulting in rejection, isolation, shaming, and fear of abandonment</li><li>• An inability to compromise or see the other person's side.</li><li>• The fear and avoidance of conflict; the expectation of bad outcomes</li></ul>	<ul style="list-style-type: none"><li>• The capacity to recognize and respond to the things that matter to the other person</li><li>• Calm, non-defensive, and respectful reactions</li><li>• A readiness to forgive and forget, and to move past the conflict without holding resentments or anger</li><li>• The ability to seek compromise and avoid punishing</li><li>• A belief that facing conflict head is the best thing for both sides</li></ul>

**Different Styles of Facing Conflict**

There are so many techniques or styles which are used in resolving the conflicts. Some of them are -

- **Start with Self** - Ask self what part of the argument is one's self responsibility. How did one contribute to this argument? What can one do to resolve it? Is there any need to apologize & how can it may be done? Don't hesitate to say, "I am sorry; it was my fault & how can I make it right again?"
- **Solved mutually** - What good things do you want for your collaborator? How can you help that person get what they need while you get what you need, either actively or by taking a step back? Each person must participate actively in the resolution and make an effort and commitment to find answers which are as fair as possible to both. This is an easy principle to understand, but it is often difficult to put into practice.
- **Positive Thinking** - Nothing gets blasted more in the self-improvement industry than Positive Thinking. It is totally focus on targeted goal and positive thoughts as what is good behind bad? And it is possible to battle through all negative beliefs. But it is really

need hard work because negative beliefs are really negative thoughts attached to negative feelings.

- **Be Expressive** - Generally women are less expressive or bad expressive. They are lacking in the selection of proper words to convey their feelings. Never feel shy in expression. Just say what is in the heart or what do you want to say or what are you expecting from others but use soft & polite language because communication gap lies underneath of each conflict.
- **Compassion and Empathy** - How is the other person feeling? How would it feel to be in their shoes? What are their fears behind the anger? Focus on the good qualities in the other person and consider what their goals are? Be honest to self in this context.
- **Hone Your Listening Skills** – It is vital to understand the other person’s perspective, rather than just our own, if we are to come to a resolution. Good listening also helps to be able to bridge the gap between the two, understand where the disconnect lies, etc. Active listening is a skill to be so defensive.

### **Successful Conflict Resolution Depends On Ability to Regulate Stress And Emotions**

Conflict triggers strong emotions and can lead to hurt feelings, disappointment and discomfort. When handled in an unhealthy manner, it can cause severe rifts, resentments and break-ups. But when conflict is resolved in a healthy way, it increases our understanding of one another; builds trust and strengthen relationship bonds. So the best way to deny the conflicts is to build up the capacity to regulate stress and emotions. And for do this every one should remember the “five Ps” of conflict management i.e. “Positive perceptions, Priority settings, Principles, Practices and Problem combating nature”.

### **Conclusion**

When conflict is mismanaged it can harm the relationship but when handled in a respectful and positive way, conflict provides an opportunity for growth & ultimately strengthening the bonds. For successful conflict resolution everyone should face disagreements with confidence and keep your personal and professional relationships strong and separate. It is mostly said that women takes decision from their heart not their brain. They are more emotional and sentimental than men so they ever live in a conflict zone.

Emotional awareness and emotional control are the keys to understand the preferences and principles. It is necessary to be able to communicate effectively and emotionally or smooth over disagreements. Although knowing feelings may seem simple, many people ignore or try to sedate strong emotions like anger, sadness, and fear. But ability to handle conflict depends

on being connected to these feelings. Strong emotions insist on finding solutions that are strictly rational, ability to face and resolve differences will be impaired. Hence present paper deals mainly with the conflict resolution strategies helpful for combating routine conflicts of working women.

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