## ESSAY:

## MY EXPERIENCE OF OVERCOMING CONFLICT

**INTRODUCTION**

Conflicts are the issues which are raised due to disagreement between to or more persons in the workplace or personal life. These conflicts can be resolved by the proper usage of conflict managing theories. There are many agencies which provide counselling to resolved the conflicts. This essay includes about the two conflicts from my journal and how these conflicts are managed in the light of these experience. This essay also includes the conflict resolution theory and my application of conflict resolution and negotiation skills which I have learned are evaluated. Interpersonal signs and stages of conflict are describe (Esievez and et.al,(2015)).Active listening skills used are evaluated. Ability to managed one’s emotions are reflected and discussed. Appropriate assertiveness of skills are demonstrated. Improvements that could have been made in approaching conflict are reflected. Evidences are given for familiarity with relevant literature and theory.

From my journal it is stated that there are many types of conflict which can arise at the workplace or in the personal life of an individual. Conflict can be of interpersonal, intra personal, intra group and intergroup . All these conflicts affect the journey whether it is of an organization or of an individual. Interpersonal conflicts are raised between two individual because of their disagreement on some issue or topic. Reason of this conflict is that every person is different from each other. Every person has different perception on the same issue. Individuals living together or working together will definitely have some interpersonal conflicts. It is natural because of their different perception and approaches toward the topic. High level of these conflicts can be only managed by calling third party. This third will firstly understand the reason for conflict and then will try to solve it. Solution can be like making compromise from one party involved in the conflict. I had found that there are many stages of conflict. At the first stage of interpersonal conflict will show the small signs of arising an issue (De Bono, (2018 ). Signs can be differences in perceptions, thinking process, culture etc. Second stage of conflict is open issue. It means raising conflict at the action, work or bad communication process. At the third stage of interpersonal conflicts it is about the negotiation. In this organization or a person will force an individual to do some task. It leads the conflict between them. In the last stage which is aftermath includes the result of solving.