



Conflict Management Practices for Diverse Workplaces

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Abstract

The goal of this paper is to look into current conflict management practices, research their compliance with the diverse workplace environment and analyze the effectiveness of conflict management procedures in the modern society based on workplace diversity and gender differences. The article reviews the literature on conflict management, evolution of main principles in the society, and differences in attitudes of conflict management techniques based on gender characteristics. We dwell upon conflict structures, types, and challenges that may occur at a diverse workplace when managing conflicts and speak about the role of managers in the diverse working environment. Subsequently, the paper suggests conflict management strategies for managers and employees.

Keywords: Conflict Management, Conflict, Thomas-Kilman, Diversity, Gender.

Introduction

Globalization has led to a higher migration of people seeking personal development, better market opportunities and new challenges. Today's workplace is a melting pot of diverse cultures which cause new grievances to the managers and has increased the requirements for conflict management techniques.