What is Conflict?

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It is a "disagreement within oneself or differences or dispute among or between persons that has potential to cause harm or in fact causes harm" (Gallo, 2013, p. 481).

Types of Conflict

Conflict can be categorized as follows:

1) <u>Intrapersonal Conflict:</u> Occurs within the individuals and represents an internal struggle to clarify contradictory values, perspectives, or needs (Cox, 2003; Dixon, 2002). This is the type that can also occur when one experiences an ethical dilemma or moral distress.

2) <u>Interpersonal Conflict:</u> Refers to conflict between individuals. It is "manifested by angry, hostile, or passive behaviours "(Dixon, 2002, p. 114). For example, personality clashes.

3) <u>Intragroup Conflict</u>: Refers to "disagreements or differences among the members of a group or its subgroups with regard to goals, functions, or activities of the group" (Cox, 2003, p. 155). An example of this type of conflict is seniority issues among members of a specific profession.

4) <u>Intergroup Conflict</u>: Refers to "disagreements between the members of two or more groups, departments, organizations or their representatives over authority, territory, and resources" (Dixon, 2002, and Cox, 2003). An example of this type would be a clash between the engineers and researchers of an organization with respect to meeting deadlines for a project.

5) <u>Organizational Conflict:</u> Reflects "intrapersonal, interpersonal, and intergroup conflict. This form of conflict may occur between superiors and their subordinates or between staff and management" (Dixon, 2002, p. 115). For example, the manager may mandate two half hour breaks in a day, eliminating coffee breaks. Another example is the absence of the sufficient quantities of personal protection equipment for employees to safely do their job.

References

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