

Conflict And Conflict Management at The Workplace in Organizations*

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Abstract

This paper points out the importance of conflicts and the modes of resolving them in organizations. Conflicts are a frequent occurrence in the workplace, so there is a need to find ways to resolve them. This paper is focused on the conflicts that happen within the organization. Conflicts are an integral part of organizational life, inevitable, beneficial and even desirable in effective organizations as long as they are under control. The interests and needs of people are very different, both in private life and in the business world. In an organization, conflicts between different interest groups are inevitable, so the number and intensity of conflicts is sometimes quite high. Successful conflict resolution is actually a skill that every successful manager must know, a way to resolve conflict and how to behave in conflict situations, a skill without which a manager cannot succeed. These theoretical approaches were tested on the research of selected monitored hotel enterprises in the City of Dubrovnik and the results of the research are presented in the paper.

Keywords: conflict, conflict management styles, workplace, hotel enterprises