Give an example of a communication problem from the reading in the Learning Activity titled “Factors that May Contribute to Conflict,” and describe the steps you would suggest for resolving the problem. Then, explain the differences between positive outcomes and negative outcomes of conflict, according to the reading in the Learning Activity, “Outcomes of Conflict.” Give two examples of either positive or negative outcomes of conflict you have experienced within your organization. Is it possible for negative outcomes to be changed? If so, how?

Organizational Structure, limited resource, task interdependence, incompatible goals, personal differences, and communication problems the items listed under communication problems include, lost email, unreturned phone call or ambiguous instruction. For lost emails a solution might be to configure an auto response system to ensure receipt. Texting might be a great tool to resolve un returned phone call issues. When a person is un available to return a phone call a quick text can go a long way. Ambiguous instruction my be the largest offender. Misunderstanding do to the lack of body language or tone inflection do to the nature of written communique. A solution is video conferencing or actual conversations.

According to the text outcomes to conflict can be positive or negative. To paraphrase, by its fruit you will know it. Conflict may result in policies that add value, save costs, or save time. On the flip side, the are many times negative, for instance a strike could occur resulting in eventual firm closure. Turning negative a into positives is usually called innovation. Indeed, those innovations that capitalize and profit from resolution of conflict, while increasing value are highly sought after, and innovators that are known for such skill are among the highest paid in the world. One innovation mentioned in the video was the innovation of safety. While the loss of life in big projects had become planned for, one innovator established safety features such as hard hats. By reducing injury firms began to save in costs, as the price of the safety equipment in comparison to the costs of injuries revealed significant savings in costs.

Thank you, Jeffrey, for your response to this prompt. I love the paraphrase of knowing something by its fruit. You addressed each aspect of this prompt sufficiently and demonstrated understanding of the concepts covered in the text. As a result, I will affirm this post.