

Group Dynamics
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Lecture - 12
Interactive Behaviour – Part 1

Hello friends welcome back today I will start with another module of this course group dynamics that is interactive behavior this module will talk about that how when members interact with each other then how it helps us or the members to understand each other in terms of our own self and others at the same time when interaction and communication takes place in any group then how conflicts evolve and how conflicts are resolved so when we are talking about resolving conflicts understanding our own self or understanding other persons emotions it all constitutes that in what manner members interact with each other and when interaction exists definitely there is difference of opinion there are difference in their standards idols values goals attitudes and

Aptitude and how people make effort or members make effort to come together to work on a common goal and at the same time resolving conflicts and understanding each other so when we are talking about this aspect then we have to understand that while interacting with each other then how the conflict arises how the process starts on where members tend to understand that a conflict has taken place and how it can be resolved and this is a process that how the conflict takes place how people resolve it how people observe it and how people feel it and based on this what are the other strategies that are being executed within the group itself to resolve conflict so let us first define that what is a conflict it is actually the breakdown of

The standards or standard mechanism of decision making for instance any group who is working on the common goal and some decision making has to take place now decision making is also a process but when when members come together for decision making there is difference of opinion among all the members and the conflict arises so as soon as there is difference in the standards idols goals values and criteria for everybody then conflict arises so we can say that conflict is the breakdown of the standard mechanism of decision making or even problem solving but yes before proceeding to the detailed aspect of conflict or resolving conflict we have to also understand that conflict is an ubiquitous aspect of any group behavior ubiquitous means which is very much

Highlighted on the screen itself that it is an inevitable aspect of any group behavior that means no matter how many what is the size of the group difference of opinion will exist difference in the standards idols values beliefs goals and ideas will will exist and it is an inevitable aspect of any group that means conflict is inevitable ubiquitous aspect of any group and people tend to resolve those conflicts and survive within the same group itself (refer time: 03:19) so we can say that group conflict is a feature common to every organization and it is one of the most complex

phenomena studied by social scientists that means it is existing we have to resolve even if it is not resolved and how people tend to survive with that conflicting

Environment group conflict can be separated into two subcategories at the same time that means when we are studying about group behavior then within the group itself or between or within group itself conflict will arise it can be in form of intra group conflict or it can be in terms of inter group conflict here inter group conflict is in which distinct groups of individuals are at odds with one another that means two groups are having conflict with one another on a particular issue whereas intra group conflict is can be defined with select individuals that are part of the same group clash with one another that means within the group itself members have difference of opinion or standard mechanisms and they tend to con have conflict with each other because

There is difference in the standards and idols so conflict in any way is inevitable or ubiquitous aspect of any any group and in both the forms of conflict whether is it inter group or intra group conflict it has the ability to spiral upward in severity that means if conflict is not resolved at any particular time then the conflict level raises high and it damages the structure of the organization so conflict is ubiquitous that it is present in every organization and there is a never ending struggle for values that are very much dear to members as power autonomy or rewards these are all the aspects which are very much psychological in nature that why a conflict arises there can be scarcity of resources at the same time but people have conflict mainly

For recognition for rewards for power and autonomy so when we are in working in a group people will strive for power people will strive for autonomy people will strive for rewards and people will strive for recognition so we can say that conflict is in is something where difference of opinion exist and immediately there is breakdown in the standard mechanism mechanism of the functioning of any group so in social psychology this is also stated that that when we are talking about group conflict then discontinuity effect also exist that means we have learned this term in our previous discussions that what is this continuity effect that even if the inter group conflict exists it is suggested that groups are generally even more competitive and aggressive

Than individuals that means maybe two conflicting groups on the whole they are competing with each other but maybe members of the conflicting groups are not that much aggressive that they will have the capacity to compete with the other group so this is the discontinuity effect which arises out of conflict only so the two main sources of intergroup conflict have been identified as competition for valued material resources and social rewards like respect and esteem that means people strive for for these resource for resources available resources for their personal growth and group development but once there is scarcity of resources then people or members tend to have conflict with each other and at the same time they also have conflict that means people have conflict

With each other because they are striving for social rewards like respect and esteem thus conflict describes the following that means antecedent factors affective factors and cognitive factors be it intra group or inter group conflict there are certain factors which exist in any group pattern of behavior which leads to conflict now these factors can be antecedent factors such as scarcity of resources or policy differences among individuals which is very much apparent in any group all members know that we have scarcity of resources to reach our goal or meet our goal and people tend to get frustrated and they tend to have conflict with each other conflict with each other for scarcity of resources at the same time there can be difference of opinion for policy

Making which also leads to conflicts so these are the antecedent factors that sometimes some factors exist in the group which leads to conflict that is scarcity of resources or it can be policies that have been formulated for the group members so these these are very much existing which are very much apparent in any group the other is affective factors such as stress tension anxiety and hostility sometimes people are assigned with difficult tasks to perform and it is also difficult for members to work altogether because of personality differences or opinion differences under such circumstances members become anxious they become sometimes hostile when there is no parity in the thought pattern or working pattern of the members and

It leads to stress and tension and anxiety so this also leads to conflict so these are the effective factors which leads to conflict and the other is cognitive factors such as perception and understanding of the conflicting situation that means that whenever any conflict is perceived in any group and how we perceive and understand that conflicting situation is responsible for conflict in any group that means what what is the environment in the in the group behavior sorry in the group itself will help us to understand the reason the conflict and how it can be resolved so as soon as a perception and understanding exist or starts functioning at that moment then also it leads to conflict or dissolving the conflict so antecedent affective and

Cognitive factors lead to conflicting situations therefore we can say that conflict broadly can be defined as a breakdown in the standard mechanism of decision making I am repeating this one line definition for a reason that whenever we are talking about conflict or conflict resolution or sources of conflict it is actually related to decision making whenever a task is being assigned to all the members members do perform their job without any any question as soon as decision making exists or the process of decision making is initiated within the group itself then people tend to come up with their opinions and at the same time they are expressing the difference of opinion union with other members as well which actually hampers

The decision making process so this is the breakdown of standard mechanism (refer time: 11:14) next comes stages of conflict just now I said that before starting with the discussion that when we are talking about conflict it is not that a conflict has been perceived within the group this conflict arises and the whole process goes step by step that initially the conflict is not apparent with the gradual process of hostile or aggressive interactions and communication the conflict is being perceived it is being felt and at the same time it is being resolved or unresolved at the same

time and leading to the consequence of the conflict so basically whenever we are talking about conflict in a group we have to actually talk about the process or stages of

Group conflict that what happens that how the conflict emerges it exist it is being perceived it is apparent how the efforts are being made to resolve the conflict and what are the consequences of the conflict so the first stage is the latent conflict which is which means that initially the conflict is not apparent it is hidden we do not understand the existence of that conflict in the group because it is not very much overt it is inward and how people tend to express in the gradual process of interaction so latent conflict means the potential for conflict exists whenever people have different needs values and interest this is latent conflict that means some feeling exist which are not in parity with the group functioning and it is in insidious because

We are feeling some difference with the other people and it is insidious so this is latent conflict that means which is hidden which is not apparent so competition for scarce resources drive for autonomy and power goal diversions perceived conflict and role conflict form the basis of conflict now all these factors are something which are very much not apparent still we feel it and it is insidious it this kind of at this kind of stage there is lot of stress and anxiety within members as well so the conflict may not become apparent until a triggering event leads to the emergence or beginning of the obvious conflict now people do not understand that maybe there is a there is scarcity of of resources within the group to achieve the goal but as soon as any person or

Event triggers that scarcity of resources then the conflict becomes apparent among members then it is not hidden it is very much manifested or it is very much perceived by the other members of the group so that this stage at the first stage the latent conflict stage is not apparent but it becomes a print whenever there is any triggering event which initiates in physical form of the conflict emergence may be followed quickly by settlement of resolution or it may be followed by escalation which can also become very destructive that means even if the conflict has has emerged within the group then immediate action should be taken so that the latent conflict which has become very much apparent among the group members should be curved or subsided or at the same time

If it is not resolved then it has some severe consequences so this is this first stage of conflict that is the latent conflict the other is felt or personalized conflict now once the conflict is very much perceived people tend to start feeling what they feel when that conflict has emerged in the group so felt or personalized conflict is the stage of conflict which concentrates on emotions coming into play for affected parties two parties that is intergroup conflict or two members or more than two members who are conflict who are conflicting with each other that is the intergroup conflict then that conflict is perceived at the emotional level how you feel when you are conflicting with the other person or the other party so either there is tension

There is stress there is anxiety so it contributes to feelings of tension stress and anxiety when two people are aware that they have a conflict in the workplace even two people who are not having conflict with each other but when they see other members who are conflicting with each other then they also get affected so this is the felt or personalized conflict stage that means as soon as it becomes apparent member starts getting affected with that conflict the other is manifest conflict manifest conflict is the stage when the two parties engage in behaviors that evoke responses from each other the most obvious of these responses are open aggression apathy sabotage and withdrawal that means that as soon as it becomes open everyone it is manifested is existing

Among members and how people how members confront with each other that is the manifest conflict at this stage people tend to react to each other overtly or very expressively either they are verbally aggressive sometimes they are physically aggressive also they tend to withdraw from the from that conflict while avoiding it and at the same time they tend to cause harm to the to the other conflicting member or to the organization so this is a manifest conflict which is very much present or which is very much evolving within the group itself and how people tend to express that conflict that means the the difference of opinion is expressed in a very hostile manner or aggressive manner so this is the manifest conflict so it is basically a gradual process initially

It is hidden once it becomes clear and overt then people tend to feel that conflict and they are affected by that conflict and once that affect is also there then people tend to execute or express that conflict in a very overt or aggressive manner now once the expression of the conflict has been manifested on to the other members it has some aftermath or consequences of those conflict that is the conflict aftermath is the fifth stage at this stage conflict can be the consequence can be positive or negative at the same time for instance if the conflict has been resolved amicably by the two conflicting parties then it has a positive consequences because people are coming to one common solution which is very much based on creativity

So under such circumstances the consequence is positive now once the conflict is not being resolved members fail to resolve that conflict then definitely which is but natural the impact is negative such negative consequence is something that it can impact the group functioning and at the same time it can break or breach the whole process of group functioning so we can say that if the conflict is genuinely resolved to the satisfaction of all participants the basis for a more cooperative relationship may be laid whereas if the conflict is not resolved amicably then it can explode or aggravate it in a more serious form until they are rectified so this is this stage is called the conflict aftermath that means what are the consequences of the conflict

If it is resolved amicably that the relationships are smoothened they are ordered they are streamlined and if not then it has severe impact on the group functioning so these are the stages of conflict the latent stage the felt or personalized conflict the manifest conflict and conflict aftermath (refer time: 19:42) next is sources of conflict what can be the sources that leads to conflict and how people tend to react or behave during that stage now social scientists have identified three types of sources of conflict the process or dysfunctional conflict the task

substantive functional conflict or personal or affective conflict if we talk about process or dysfunctional conflict this kind of conflict refers to disagreement over the method or procedures

The group should use in order to complete its task it occurs when strategies policies and procedures clash it again refers to the decision making policy making whenever members come together for decision making or how procedures has to be established to perform a task then only this kind of conflict exist in any group so such type of conflict is known as process or dysfunctional conflict now under this kind of situations where this conflict is existing or emerging in any organization it has some negative impact such as it leads to climate of suspicion and distrust maybe any policy that has been executed within the group conflicting members would not trust the other higher authorities or members because of this because of this suspicion that maybe

The policies have been established for their own personal benefit so this leads to process or dysfunctional conflict leads to creation of a climate of suspicion or distrust it leads to increased turnover intention that means when procedures are not in accordance or are not in alignment with the requirement or agreement with the other members of the group then members tend to start leaving the group itself that means it leads to increased turnover intention it leads to role ambiguity that means sometimes the tasks are not clear to the members of what they have to perform this leads to ambiguous situation so this is an impact of dysfunctional conflict that leads to role ambiguity and the other is that it spurs negative patterns of behavior range ranging

From insurrection that is open revolt open aggression to schism that is discord disunion or a formal breach that means people tend to tend to stay away or tend to break that tie or relation between them and the authorities if any process or dysfunctional conflict exists in any group that means either they will revolt openly through trade unions or it can be through schism that means they tend to depart from the from the goals or norms of the group and tend to breach the the group functioning so this is process or dysfunction conflict the other is task conflict this conflict arises when inter group members disagree on issues that are relevant to meeting shared goals that means how the task has to be performed there has to be a plan step by step procedure that

How the task has to has to be performed when members do not agree with each other then such type of conflict arises within the group that is in that is task or task or functional conflict so affective groups and organizations make use of this conflicts to make plans foster creativity solve problems and resolve misunderstandings that means when such kind of conflicts arise emerge in any group then people or other members tend to make use of these type of conflicts in a very positive manner that means they tend to collect feedback from the other members solicit different kind of plans and opinions in a very creative fashion so that conflict can also be resolved and at the same time group functioning is also maintained so task conflict also provides

An opportunity to release tension it compels an individual towards the right decision making it encourages innovation and creativity through problem solving it makes a group more cohesive and it helps in identifying the weaknesses of the group because as soon as a procedure is being laid down people tend to identify their own weakness and weaknesses of the plan that how the task has to be performed so whenever task conflict exists members tend to use this conflict in a very positive manner and they are being set free to come up with their own ideas that how that problem can be resolved and how the decision making can be enhanced so this is task or functioning conflict and the last is personal or affective conflict as the term implies

It is completely based on an individual's affect emotions and feelings that what an individual feels when some kind of personal or affective conflict takes place so this is this personal conflict also known as affective conflicts personality conflict emotional conflict or relationship conflicts that occur when group members dislike one another sometimes due to some personal reasons one member would not like another particular member and that member will speak ill or negative about that person in public forums or their can or he or she can be critical to the other person's performance such kind of conflicts are known as personal or affective conflict (refer time: 26:31) next is the negative and positive aspects of conflict just now we discussed that

If task conflict exists in any group then how members tend to make positive use of those conflict similarly if we talk about a negative aspect or conflict it has both the aspects and it is that is it is being said that it is an inevitable or indispensable aspect of group behavior so if we talk about the positive aspects of a conflict it actually leads to a process of change if we are talking about the positive aspect of conflict because it fosters creativity and innovation people come up with plans to enhance decision making or foster problem solving so the positive aspects of conflict actually fosters first of all change which is actually a positive change so conflict provides an opportunity for releasing the tension which

Otherwise would remain suppressed as soon as there is any conflicting factor in the environment people tend to react and they are actually venting their frustrations which helps them to gain a calm shoulder on their head the other is that conflicts foster problem solving while adopting a course of action when people come up with different plans to solve the problem then it fosters actually problem solving and creativity the thinking process followed by the conflict may lead to innovations in policies and procedures and changes in behaviours sometimes authorities tend to formulate policies and procedures new policies and procedures but other members can easily feel that what will be the impact of new policy and procedure and how

It is going to affect them which sometimes higher authorities fail able to understand as soon as this conflict arises even the higher authorities also get a very open experience that how that policy making can be enhanced conflict makes a group more cohesive their members become more cooperative to meet the pressures of the conflicting situation because people need support to overcome that conflict so they emotionally connected to each other and they prepare themselves to cooperate with the other members conflict helps in identifying the weaknesses in the system

which is very much obvious that any policy making fails to identify the impact on the members but members tend to identify the weaknesses of the plan conflict is a test of

The capacities of individuals and group it provides challenges to the group members and the members feel highly satisfied and motivated that is that whenever in any conflict emerges in any group then it actually throws a challenge before the other members that how to overcome as soon as people tend to overcome those challenges people tend to actually focus on their own capacities knowledge skills and abilities that how they can use it to the maximum to overcome that conflict so this is the positive aspect of conflict and the other is that most importantly conflict is a source of socially functional forces and can secure social commitments when conflict arises people become more close more cohesive more cooperative and when

These social responses occur at the same time then people become socially committed to each other that means support exists for each other so these are the positive aspects of a conflict at the same time when conflict emerges in the group then it has some negative impact as well so most of the time what happens that whenever we talk about this term conflict we only think about that it leads to destruction it has negative consequences and we fail to discuss about the positive aspects but yes it has some negative aspect as well which is difficult to overcome at the same time so the first negative aspect is that conflict may create a climate of suspicion and distrust when we two people are colliding with each other based on difference of opinion

Then actually it has an impact on individual psyche that there is a sort of distrust among members and then only the conflict arises conflict may lead to propensity to intention to leave the organization when people sometimes fail to overcome the conflict then they tend to leave the organization that is this is a negative aspect it may threaten the emotional well being of employees there sometimes there are situations when members do not receive any support from the other other members of the group and people are unable to overcome that conflicting situation this leads to this leads to deterioration of the emotional well being of employees or members of the group it may lead to role ambiguity or role conflict definitely when conflicts are not resolved

People become confused they are not streamlined with what they have to perform and it leads to role ambiguity or role conflict and the most important is that it may range from insurrection or schism that means either they will depart from the organizational norms and goals or at the same time they become overtly aggressive they revolt overtly for before the higher authorities so these are the negative aspects of any conflict next is conflict resolution strategies if it has positive aspect also then well and good the conflict has been resolved amicably that is but obvious consequence but at the same time whenever we are experiencing or feeling any conflict at the workplace then it has to be resolved in a very strategic manner so social

Scientists have identified five kinds of methods or strategies we would say to resolve any conflict in any group now these resolution strategies are some are something where an individuals

understanding plays a major role there is no no policy there are no procedures there are no action plans that has been recommended by social scientists but it is actually based on understanding of the situations and human behaviour that how that perfect blend can be established to resolve any conflict although there are chances that even after strategies are being executed still conflict remains unresolved and the group has to bear the consequences (refer time: 32:12) so as recommended by the social scientist the first is competing or the assertive or uncooperative strategy

When we are talking about a competing strategy that means two groups who are in conflicting stage one will win and the other will lose this is a clear cut strategy that people compete and they tend to come to the conclusion only when one party wins now in this kind of strategy there is an assumption that one party wins and the other loses but at the same time the competing parties are very very much assertive and uncooperative obviously as the term implies that when two parties are competing there can be no competition sorry there can be no cooperation there can be no support to each other the only thing is that the party who wins takes a hold takes the power so it is a power oriented approach and the competing party makes a unilateral decision that means

The whole decision making goes in the hands of the winning party and is not considered a good strategy for problem solving definitely when two when two parties conflicting parties are competing there is no problem solving it is only either to win so they have their own strategy and plans to win the other person or other party and take their own decisions that means they will implement execute their own decisions and there is no room for diverse perspectives in a well informed total picture that means this is a very important term when we are talking about conflict resolution strategies in terms of competing that the win the party which wins is not focusing on diverse diversity of the opinion and belief of the other party they are just focusing on

Unilateral decision making they will not entertain any idea from the losing party so that means the picture that has been formed it is it has been formed only by the winning party so this is another way to resolve that is if one party loses then the decision will making will be made by the winning party and that is how the conflict is being resolved although it is not at all a positive way to resolve conflict the other is collaborating that means the parties are assertive and at the same time cooperative so in this kind of strategy it is an attempt to find a win win situation that means that the members are assertive that what exactly they want but at the same time they will cooperate to come at a common point of opinion and they offer valid insights of

The respective parties that means both the parties welcome each others valid insights or ideas or opinions to solve the problem and at the same time they contrib contribute with the possibility of co creating a shared solution that everyone can support so these parties are associated with each other in this for better decision making favorable experiences and bargains that means sometimes in this kind of strategy members tend to lose something at their own end but at the same time they also cooperate with maximum solution to the problem so this is collaborating this is the most

positive strategy where win win situation exists the other is avoiding that means both the parties are unasserted and uncooperative because they know that the potential of

This conflict is zero in terms of zero that there is no reward even after competing with each other the potential is zero in terms of reward that even if they are conflicting they know that even encountering the con the conflict there will be no solution to the problem or to the conflict and the reward is none so ultimately members decide not to be assertive and at the same time not to cooperate with each other so they tend to withdraw from each other this is how the conflict gets resolved so the desire to withdraw or suppress a conflict members choose this method when the discomfort of confrontation exceeds the potential reward of resolution of the conflict that is what we discussed that when people know that the consequence of any conflict is done

Nothing will be gained by by encountering this con conflict or confronting this conflict then people tend to withdraw from such kind of convicting situation the other is accommodating or smoothing that is unassertive and cooperative now in this kind of strategy members are not at all assertive and at the same time they are cooperative they are ready to lose something from their end so that they can reach at a common point they are ready to lose something at their own end where one party gives up in which in the wishes or demands of another that if one party is giving up at their end then let us give up something at our own end so there is no assertion there is no intimidation also and at the same time there is cooperation so it is less helpful

When one party accommodates another merely to preserve harmony or to avoid disruption now under such kind of circumstances members what members do either one party tend to give much more than the other party and the party is at the losing end so like avoidance it can result to an unresolved issue if one party is loose is giving up more than the other conflicting party then again the conflict arises that one party has given up so much from their end and the other party has not given up much at their end so there is no assertion and at the same time there there is cooperation but it is less advantageous for the group members so definitely it can lead to unresolved issues or conflict so too much accommodation can result in groups where the most assertive

Parties commandeer the process and take control of most conversation so this is the this is the consequence of accommodating or smoothing conflict strategy that is one party starts giving up everything and the other party starts commanding the other conflicting party under such circumstances the conflict become unresolved and can also spiral upwardly that one party is giving everything and the other party is not giving much and they want to smooth up the conflict so they can they want to bridge the gap so this is less advantageous strategy to resolve conflict and the last is compromising that is mid range assertion and cooperation this is a situation when each party is willing to give up sun something the perception of the best outcome when working by compromise is

What which splits the difference compromise is perceived as being fair even if no one is particularly happy with the final outcome that means that people tend to compromise while accepting the negative negativities of the other group or each others group and tend to come to a common point to resolve the conflict that means they split the difference they tend to ignore the differences of each party of each others party and then to intend to move on but ultimately the idea is that that it is being perceived as fair it is perceived as being fair even if no one is particularly happy with the final outcome ultimately when conflict conflicting parties tend to ignore the negative aspects of the of each other of the conflicting parties then

The outcome cannot be very much advantageous because the negative aspect is still existing in that group so whenever we are talking about conflict resolution strategies compromising would lead to resolution of conflict but the advantage is not very high that people would enjoy any benefit so these are the conflict resolution strategies in terms of competing in terms of collaborating in terms of avoiding in terms of accommodating in terms of compromising (refer time: 39:58) next comes alternative dispute resolution or external dispute resolution till now we we discussed about conflict resolution strategies which is completely based on understanding of group behaviour right now in when we are talking about alternative dispute resolutions

This is a more formalized way to resolve the conflicts and how conflicts can be resolved in a very legal fashion now here in even in legal fashion litigation is not involved but at the same time external sources are involved to resolve the conflict so alternative dispute resolutions are set of procedures where disputing parties work together with a neutral party that means third party is a neutral party which helps the conflicting parties to resolve the conflict that help them to settle with the disagreements out of the court that means litigation is not there that means court procedures are not there but at the same time formal procedures are being followed to resolve the conflict so conflict resolution strategies are usually considered to be

An alternative to litigation when court and laws are not involved in resolving the conflict so there are three three procedures of alternative dispute resolution that is mediation arbitration and negotiation in mediation there is a third party definitely third party is in every strategy but in mediation how the third party works in mediation there is a third party the mediator who facilitate facilitates the resolution process and may even suggest a resolution typically known as mediators proposal it is not necessary also that the mediator will execute or impose the proposal but yes the mediator can recommend any proposal which can resolve the conflict or it can suggest the proposal which can resolve the conflict but does not impose that

Resolution on the parties so the mediator interacts or meet with each other and attempting to find common ground that will set the stage for finding a resolution that means the third party will only mediate with some solution to the problem while not executing that solution and completely depends on the conflicting party if they can have some focus on the on the solution and resolve the conflict this is mediation the other is arbitration it is a process in which a third party that is the arbitrator has the power to impose any solution or at least recommend that in terms of

agreement that means even though they there can be no imposition of the proposal or agreement but the arbitrator can resolve the conflict based on certain agreement and that agreement will be

So strong that even if the conflict arises then the conflict will be resolved based on that agreement only so arbitrations often occur because parties to contracts agree that any future that in any future dispute concerning the agreement will be resolved by arbitration that means what agreement has been laid down to resolve the conflict will continue for the next conflict conflicting situation as well so some certain terms and conditions are being laid down based on the agreement and the conflicting parties agree to those agreement they have their consent for those the for those agreements that if any conflict arises it will be resolved on based on that agreement so this is basically based on compliance control support and mutuality among group members that means

Whatever agreement has been laid upon it is based on the consent of the conflicting group members the conflict also resolves and at the same time if any conflict arises in future then again it it will be resolved based on the laid down agreement and the last is negotiation that is bargaining it is a process in which two or more parties in dispute exchange offers in an attempt to find a mutually acceptable agreement that means it is not about compromising it is about exchanging that what good they have and they can offer to the other party and vice versa as soon as when there is agreement on exchanging some offers or more knowledge and skills that can pacify or that can patch up the conflict then it is negotiation or bargaining which is again based on

The third party solution that third party solution states that both the conflicting parties have these good points and these bad points and how they can exchange positive aspects with each other that can resolve conflict so these these are the alternative dispute resolution or external dispute resolution external dispute resolution because in all these strategies third party is existing the third party which will help in terms of mediation arbitration or negotiation (refer time: 45:19) next comes advantage and disadvantages of alternative dispute resolution advantages suitable for multiple party disputes it has lower cost resolved the settlements are speedy and fast tracked there is more flexibility in the process there are practical solutions wide

Range of issues can be considered there is more confidentiality among members more risk management is there because even in mediation or arbitration or negotiation people tend to exchange and agree with each other so there is less risk there is less risk to the to the functioning of the group and generally there is no need for lawyers and can be less confrontational alternative to the court system that means when we are resolving con conflicts out of the court it is more advantageous but at the same time there are certain disadvantages also in terms of that it is less suitable than litigation when there is a need for precedent that means if certain procedures have already been established or not established then the court plays a major role or litigation has to be

Introduced to resolve the conflict because there are no pre presumed procedure set by the organization there is need of the court orders there is need for interim orders that means for time time being the conflict can be put on hold or some temporary solution can be imposed on the contracting parties there is need for enforcement the power imbalance between parties so whenever when conflicting parties when party is one party is losing extremely at their end then litigation is more advantageous the complex or the conflict becomes very complex which which members fail to resolve the need for live evidence or analysis of complex evidence and there is a need for expert evidence so these are the advantages and disadvantages of alternative dispute

Resolutions which all depends upon that how the conflict can be resolved so this is this is the one aspect of interactive behavior that how conflict exist it can be felt how it can be resolved we will meet in the next discussion thank you