



Communication and Conflict: Conflict and Goals

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Conflict, there is no question about it, it is a common human interactive process that every one of us has encountered at one time or another. How we should handle conflict is to use simple, achievable goals delivered with great communication skills. In the conflict and goal assessment of our theatrical friends, it is easy to understand that without articulating your goals and by not using effective communication, there can be chaos and dissonance. That is exactly what we have in this case study. Roger, our show director, needs to necessitate order, and then get everyone involved in a single, collaborative effort. If Roger can set content goals, communicate effectively and bring the team together in a professional manner, the end result will be the production of a successful show.

Right from the beginning, Roger is having trouble focusing on the task at hand, which is directing the show. Without the right focus from Roger, the prerequisite content goals are going to be hard to nail down. Due to his lack of concentration, being fueled by nervousness, each of the other team mates begins drifting off on their own tangents. You have Tim and Risa arguing with one another over the set and lighting. Tim is also angry that “the stars” are running late. Marla, with all her designs, is just a whirlwind of papers and messiness. Roger is fooling around with the stuck curtains. And even with all this confusion, more is to come when Victoria and Ned (the stars) burst into the room. Overall, the production of the show is currently in a state of disarray. This has a lot to do with the fact there is not a leader sitting at the head of table, assisting with the cohesive, collaborative effort that needs to be happening. The leader should be Roger, but he is a little frazzled or just plain nervous, and he allowing everyone to be speaking at the same time, and tolerating Tim 's continual display of negativity and disrespect.

So, how should Roger be leading the way? First, he needs to calm himself and collect his own thoughts so that he can better facilitate collaboration. He needs to focus on one very important question, “What do we want?” Of course the answer is a successful play. So now Roger needs to

bring order to his theatrical teammates. He should ask everyone to sit down and prepare themselves for brainstorming. Roger should make sure Tim is settling down, that Marla is preparing her designs in an orderly fashion, and he should ask Victoria and Ned to try to be on time next time, but say he completely understands the bad traffic. The next phase, now that everyone sitting around the table quietly, is for him to communicate his own set of content goals that will lead to a successful play. Roger will briefly cover each of the teammates responsibilities and how each of them relate to one another when it comes to completing the very best production. Now that all that has been said, a good manager knows when to listen. Roger now goes around to each person, hearing their concerns and dealing with any issues. The teammate just clarifies their own set of goals as it fits into the production. Surprisingly, after Roger completed the comprehensive goals, each teammate better understood their individual roles, and realized that this was an important collaborative effort. There were actually very few questions in the end that could not be resolved immediately.

Roger has done it again; another successful play is well under way. Roger was able to make the play a success because he took charge, focused on the content goals, communicated effectively to his team, and allowed his theatrical teammates to clarify their goals. In the end, the play was a huge success.

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