Leadership Strategies in Resolving Organizational Conflicts

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Abstract

Purpose: This study aims to formulate a new theory on leadership strategies for overcoming organizational conflicts, based on established theories of leadership strategy and organizational conflict.

Methodology/approach: This research used a qualitative approach with a literature review. Data collection techniques involved document analysis of journal articles and internet sources. Data validity was ensured through the triangulation of sources.

Results: Leadership strategy focuses on planning, decision-making, and motivating people to achieve organizational goals while remembering that leaders must stay adaptive and innovative. Organizational conflicts often arise from differences in resource allocation and goals. Resolving conflict requires empowering human resources through methods such as focus group discussions, job rotation, dismissal, and collaboration, depending on the impact on performance.

Limitations: The research findings cannot be generalized to all organizations and offer limited discussion of contextual dynamics, such as culture, structure, and external factors that influence the success of leadership strategies in resolving conflicts.

Contributions: This study formulates a new theory on leadership strategies for resolving organizational conflicts by integrating two major theories. The findings expand the understanding of a leader's role in planning, decision-making, motivation, and inspiration in managing organizational conflicts effectively.

Contributions: This research develops a new leadership theory for resolving organizational conflicts by integrating leadership, planning, and adaptive strategies, including focus group discussions, job rotation, and collaboration.

Keywords: *Conflict, Leadership, Organization, Strategy.*

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1. Introduction

In organizations, conflicts often appear in many forms, including task, relationship, and process conflicts (Su & Rungruang, 2024). Task conflicts occur when there are differences of opinion about a specific job or responsibility, whereas relationship conflicts are related to interpersonal tensions between team members (Wu, Zhu, & Hu, 2023). Research from Conrad van Greunen, Elmarie Venter, and Gary Sharp in 2021 shows that relationship conflict has a significant negative impact on knowledge-sharing intentions in knowledge-oriented organizations (Van Greunen, Venter, & Sharp, 2021). Relationship conflicts also contribute to an increase in wasted time in organizations (Dirrler & Podruzsik, 2023).

In the case study of PT. AFI, it was revealed that the conflicts that occurred were more caused by problems in the relationship between management and workers, especially due to complaints and reports of treatment that was considered unfair and non-conforming to the standards that had been set (Susanto, Bontot, Widiangga, & Gautama, 2023). In addition, the conflicts that occurred at PT Garuda Indonesia were triggered by a weak internal supervisory system, conflict of interest, and lack of transparency in the company's management (Dewi, Wahyudi, Setiawan, & Uyun, 2023). Conflicts at PT Kaltim Prima Coal, employee disagreements with policies such as PKU in Cilodong, recruitment freezes, operational efficiency, and reduced working hours trigger differences in perception, which lead to negative responses or conflicts (Wuryaningrum & Bambang Irawan, 2019).

The results of the study by Tri Antika and Tri Sinarti (2019) showed that conflicts explained 41.7% of the variations in employee performance, while 58.3% were influenced by other variables, and conflicts showed a significant positive influence on performance with a significance level of 0.001 (Antika & Sinarti, 2019). The results of research from Kathleen Arlen Manueke & Budi Harwanto in 2024 explain that conflicts can have both negative and positive impacts on organizational performance, where proper conflict management increases employee performance, while poor management results in low performance and hinders the achievement of organizational goals (Manueke & Harwanto, 2024). Then, research from Agung Surya Dwianto, Pupung Purnamasari, & Yodi Pirmansyah in 2019 showed that conflict affects employee performance, where an increase of one point in conflict increases Employee Performance by 0.344, but the contribution of conflict to Employee Performance is only 18.81%, and the rest is influenced by other factors (Dwianto, Purnamasari, & Pirmansyah, 2019).

Conflicts in organizations can be prevented and managed through effective communication, which plays an important role in conflict management by providing informative, regulatory, persuasive, and integrative functions to support the implementation of organizational programs (Anjani & Kurniawati, 2024). Conflict resolution in an organization is a creative process to achieve conformity among members through a harmonious attitude, addressing problems proportionately, acknowledging obstacles, following agreed-upon rules, and implementing consistent decisions (Arroyyani, Sholekhah, Risqiyah, & Mu'alimin, 2023). Work conflicts in organizations are an important part of member development, arising from heterogeneous differences such as gender, social strata, culture, and life goals; therefore, it is important to understand and manage them effectively (Deca & Pitriani, 2024). Because organizations are composed of individuals with diverse backgrounds, leaders must be skilled at managing conflicts, resolving adverse conflicts, and leveraging positive conflicts through active communication and openness to change (Muqdamien et al., 2020).

Leaders must make fair decisions and use various approaches, such as cooperative, compromise, or authoritarian, depending on the situation, to reduce conflicts in the organization without harming the related parties (Putra & Syaifudin, 2023). Leaders must be able to make the right decisions without harming related parties, using various approaches such as cooperation, compromise, or authoritarianism, according to the situation and problems of organizational conflicts (Asnofidal, 2020). Thus, the role of leaders in handling conflicts includes making fair decisions, identifying key problems, involving subordinates in finding solutions, and ensuring that subordinates accept the decisions made (Waruwu, 2022).

This literature research aims to analyze and explore effective strategic leadership in overcoming organizational conflicts. The limitations of this research are conceptual or theoretical; therefore, empirical validation has not been fully conducted, and its application in the real world still requires further testing. This study offers a theoretical and innovative strategic leadership theory by combining aspects of leadership and organizational conflict dynamics. By integrating two major theoretical perspectives, this study enriches the academic discourse and opens up space for interdisciplinary theoretical dialogue in organizational studies. This research provides a framework for organizational leaders to identify the root of conflict and design resolution strategies that are reactive, proactive, and strategic.

2. Literature Review

2.1 Strategic Leadership

The concept of strategic leadership is the ability of a leader to anticipate, imagine, maintain flexibility, and empower others to create the necessary strategic changes by effectively managing organizational resources and building a culture that encourages continuous innovation (Hill, 2015). Strategic leadership is inherently linked to digital transformation, innovation, and top executive roles within organizations, which include basic management activities, competitive advantage, and the strategic functions of top management teams (Singh, Lim, Jha, Kumar, & Ciasullo, 2023). Strategic leadership is oriented towards human resource development, supportive organizational culture, and ethical practices in building organizations that have a significant influence on building organizations that use tools to foster an organizational learning culture and achieve sustainable competitive advantage (Ellinger & Ellinger, 2021).

The strategic leadership model is influenced by atmospheric factors, leadership styles, and communities that significantly influence the effectiveness of an organization's administration (Prasertcharoensuk & Tang, 2017). Based on the explanation above, it can be concluded that strategic leadership is the ability of leaders to manage change, encourage innovation, develop human resources, shape organizational culture, and, through the role of executives, achieve competitive advantage and organizational effectiveness in a sustainable manner. Strategic leadership is the ability of a leader to proactively and adaptively manage change and encourage innovation in various aspects of an organization.

This leadership also focuses on developing human resources through training and empowerment and creating an organizational culture that supports learning and collaboration. In addition, strategic leadership involves the critical role of executives in formulating long-term visions, making strategic decisions, and directing the top management teams. The goal is to build a sustainable competitive advantage and ensure the organization's effectiveness in the face of the challenges and dynamics of an ever-changing environment.

2.2 Organizational Conflict

Organizational conflict arises when there is a difference in interests, goals, values, or perceptions between two or more parties in the organization, which can hinder the achievement of common goals. Conflict is inevitable in organizations and can have a positive impact if managed properly, such as increasing creativity and improving decision-making (Stoner & Wankel, 1986). Organizational conflicts occur when members have different understandings regarding the distribution of resources, activities, statuses, goals, values, or perceptions ((Taufiquzzaman, Wajilah, & Lisdiana, 2021).

Every organization experiences conflicts on various scales, large or small, with varying impacts, and often these conflicts encourage members of the organization to develop and change for the better, making conflict a natural part of the organization (Muqdamien, 2020). Conflicts in an organization, if managed properly, can increase the effectiveness and efficiency of the organization, while poor management can cause various problems and hinder the achievement of organizational goals. Thus, how conflicts are handled greatly determines their impact (Pratiwi, 2021). It can be concluded that organizational conflict is a problem that arises due to differences in members' understanding of resources, goals, and values, and cannot be avoided by all members of the organization.

Therefore, good management is needed to encourage growth and increase effectiveness to achieve organizational goals. According to Tarsisius Hani Handoko (1984), organizational conflicts arise in various forms: conflicts within individuals due to role uncertainty; conflicts between individuals due to differences in personality and roles; conflicts between individuals and groups due to the pressure of uniformity; conflicts between groups due to differences in interests; and conflicts between organizations triggered by economic competition, encouraging product, technology, and resource efficiency innovation (Lumintang, 2015).

3. Research Methodology

This research uses a qualitative, literature-based approach, drawing on studies and theories relevant to strategic leadership in resolving organizational conflicts. This literature review was conducted by developing theories from Charles William L. Hill and Gareth R. Jones on strategic leadership and James Arthur Finch Stoner and Charles Wankel on organizational conflict. The flow of this research is explained in the following table.

Table 1. Research steps

Step to	Activities	Explanation
1.	Determination of Research Focus	The topic of leadership strategy and organizational conflict was determined, and research questions were formulated to be answered through a literature review.
2.	Determination of the Primary Theoretical Source	This study refers to Hill and Gareth R. Jones' theories of leadership, as well as James Arthur Finch Stoner and Wankel's theory of organizational conflict.
3.	Literature Identification and Selection	Browse journals, academic books, and articles, and establish inclusion-exclusion criteria based on the year, relevance, and credibility of the source.
4.	Data Collection (Documentation Study)	References related to leadership strategies and organizational conflicts were collected, and key citations, theoretical summaries, and key findings were recorded.
5.	Data Analysis	Conduct comparative studies, categorize effective leadership strategies, and conceptually integrate Hill and Jones and Stoner and Wankel theories.
6.	Synthesis and Findings	A narrative analysis that connects theories and synthesizes the application of leadership strategies in organizational conflict resolution is compiled.
7.	Conclusion	The subject matter should be formulated, and theories should be integrated to formulate a new theory or theoretical synthesis.

4. Results and Discussions

The results of the literature study on strategic leadership in overcoming organizational conflicts are presented in the following table:

Table 2. Research results

Research Focus	Research Results
Strategic leadership	Strategic leadership is the ability of leaders to manage change, encourage innovation, develop human resources, shape organizational culture, and fulfill executive roles to achieve competitive advantage and organizational effectiveness sustainably.
Organizational Conflict	Organizational conflict arises from differences in members' understanding of resources, goals, and values, and it cannot be avoided by all members of the organization; therefore, good management is needed to encourage growth and increase effectiveness in achieving organizational goals.
Strategic leadership in conflict resolution	Leaders empower human resources in the organization to jointly analyze the process of conflict and how to solve problems properly based on a mutual agreement. The methods include FGD, position mutation, dismissal, and collaboration or cooperation.

Based on Table 1 strategic leadership in an effort to overcome conflicts in the organization is defined as a way for leaders to empower human resources in the organization to jointly analyze the process of conflict occurrence and solve problems properly through mutual agreement. Conflict management strategies contribute to team performance by improving employees' ability to accept peers' ideas, avoid

disagreements by rewarding positive feelings, maintain communication, and encourage collaboration in work methods. This helps create a harmonious and productive work environment (Wartini, 2015).

Good leadership has a positive impact on job satisfaction by creating comfort and enthusiasm through an interpersonal approach that pays attention to employees as individuals with social needs (Sulistyawati et al., 2022). Leadership has a significant negative effect on financial distress; therefore, corporate governance needs to be considered (Manan & Hasnawati, 2022). In addition, leadership and trust have a simultaneous effect on organizational accountability in carrying out tasks (Alfani, Harmain, & Syahriza, 2023). This is evidenced by the high readiness of leaders in decision-making, human relations, and knowledge competence to complete various tasks in the organization (Takrim, Shalahuddin, & Yusup, 2024).

Therefore, improving employee performance is necessary to build positive organizational behavior (Sakir, 2025). This is evidenced by the fact that the role of leaders and the social interaction of leaders have a significant effect on subordinate performance and joint commitment (Maliki et al., 2025). Effective leadership plays an important role in improving job satisfaction, accountability, and employee performance, as well as reducing *financial distress* through good governance, an interpersonal approach, and competence in decision-making and social relationships. The manner in which leaders deal with conflicts in an organization can be explained in the following figure:
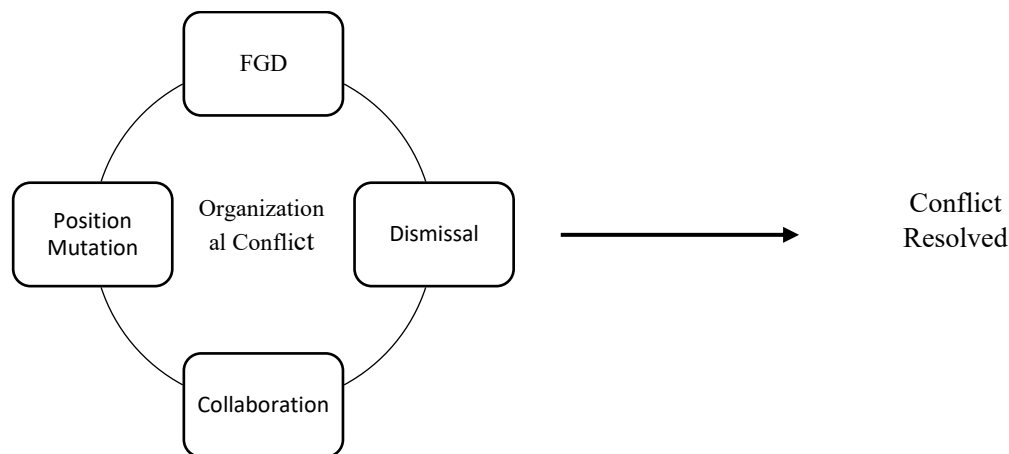

Figure 1. Conflict management strategies in organizations

Based on Figure 1 it can be explained that the approaches that can be taken by leaders to overcome conflicts that occur in the organization include: *first, Focus Group Discussion* (FGD), which is the process of solving problems by collecting some data related to problems that will be solved together through a discussion. In FGD activities, organizations can hold work meetings to explore strengths and weaknesses to map current performance. According to Irwanto, Focus Group Discussion (FGD) is the process of collecting information about specific problems through group discussions, while Sutopo stated that an FGD is a data collection technique in qualitative research that aims to find the meaning of a theme based on the understanding of a group (Istiyanah, 2020).

Second, the dismissal of an employee is the process of terminating an employee by the company for reasons such as violation of rules, poor performance, disciplinary action, or restructuring, which can be carried out directly or through a warning and is accompanied by legal procedures that govern the rights and obligations of both parties. Studies in the health sector show that a good management control system can help organizations effectively handle performance and work discipline issues before leading to dismissals (Naranjo-Gil, 2016). Layoffs can increase health-related stress and uncertainty among remaining employees, thereby significantly lowering their performance; nevertheless, social support from organizations can mitigate such negative effects (Tu et al., 2021). Therefore, companies need to

implement extreme *downsizing strategies* that can increase the likelihood of bankruptcy due to the loss of core talent and weakening organizational morale (Zorn, Norman, Butler, & Bhussar, 2017).

The third position mutation is the process of moving an employee from one position to another within the organization, which can be done horizontally (to an equivalent position with the same responsibility) or vertically (involving a promotion or decrease in position), with various objectives such as career development, refreshment, adjustment of skills to the needs of the organization, performance improvement, or rotation to increase flexibility, which is usually done based on organizational policies both on management initiatives and employee requests. According to Hasibuan, position mutation is a horizontal or vertical change in position, place, or job in an organization, while Sadili emphasized that mutation involves the transfer of functions, responsibilities, and employment status to increase job satisfaction and optimal employee performance for the company (Ranita & Dwi, 2021).

Fourth, cooperation is a process in which two or more parties work together to leverage each other's resources, expertise, or information to achieve a common goal, with each party contributing according to its role and supporting each other to achieve better results than working individually. According to Johnson and Johnson, Hill and Hill, and Slavin, cooperation is the process of working together to achieve a common goal, with five main components: positive interdependence between individuals to achieve goals; face-to-face interactions that increase group success; personal accountability and responsibility; interpersonal and small group communication skills; and effective working skills in groups to achieve optimal (Wulandari, Arifin, & Irmawati, 2015). The matrix of organizational conflict resolution effectiveness based on the source of conflict and its handling strategy is explained in the following table:

Table 3. Conflict handling effectiveness matrix based on conflict sources

Sources of Conflict Conflict Handling	Individual	Working Group	Organization
FDG	√	√	√
Dismissal	√	-	-
Position Mutation	√	√	-
Collaboration	√	√	√

Based on Table 3 it can be explained that *first,* the source of individual or internal conflict between employees occurs due to differences in character, personality, values, or needs, which are often triggered by mismatches, competition, dissatisfaction with roles, and communication problems, which can trigger tension and affect work relationships in the team. Factors that trigger employee work conflicts include negative personal traits, differences in working methods, communication, jealousy, work commitment, lack of cooperation, dissatisfaction, and personal problems, with results showing little difference compared to the opinions of some experts (Tumelo, 2024). Conflicts can be resolved as follows:
1. Focus Group Discussion (FGD) is one of the methods that can be used to resolve conflicts in an organization, especially if the conflict does not have a significant negative impact on overall performance. Through the FGD, the parties involved can openly discuss to identify the root of the problem and find the right solutions collectively. This approach enables better communication, reduces misunderstandings, and leads to agreements acceptable to all parties. With a neutral facilitator, the discussion process can run in a structured and constructive manner, allowing conflicts to be resolved without disrupting the organization's overall productivity.
2. Employee dismissal can be the last step in conflict resolution if the problems that occur have a significant impact on the quality of work and reduce organizational performance. This action is usually taken after other efforts, such as mediation or warnings, have failed to resolve the conflict. Dismissals are carried out to maintain work stability, avoid negative effects, and ensure that the work environment remains conducive. However, this decision must be based on an objective evaluation, clear evidence, and in accordance with company regulations and labor laws, to avoid legal or moral problems in the future.

3. Position mutation can be a solution to overcome conflicts that negatively impact individual and group performances. This step aims to separate the parties involved in the conflict, thereby reducing tensions and creating a more harmonious work environment for employees. In addition, mutations can provide opportunities for employees to develop in positions or departments that are more in line with their abilities and personalities. Mutation decisions must be made objectively, considering performance, organizational needs, and employee welfare. With the right approach, mutations can be a win-win solution that not only resolves conflicts but also increases team productivity.

4. Cooperation with other human resources or external parties can be an effective solution for resolving conflicts that negatively impact individual and group performance. External parties, such as consultants, professional mediators, or training institutions, can provide a neutral perspective and a more objective resolution strategy to the conflict. In addition, collaboration with the internal HR team enables a more targeted approach in accordance with the organization's policies. This method aims to ease tensions, improve communication, and create long-term solutions. With the involvement of experienced parties, conflicts can be resolved fairly and professionally without sacrificing productivity and working relationships within an organization.

Both sources of conflict in workgroups often arise from various factors, such as differences in goals, unclear roles, ineffective communication, and differences of views in completing tasks, which can be triggered by external pressures, such as excessive workload or changes in organizational policies; if not addressed immediately, it can disrupt productivity, damage relationships between team members, and decrease overall morale. Conflicts due to poor teamwork can result in substandard performance among members, between members and leaders, and between leaders, which violates organizational guidelines and gives rise to destructive or dominating attempts, where individuals at any level should not be colonized, while groups seek to gain power over minority groups, which can lead to intimidation, where exploited individuals feel degraded and respond with violence, magnifying existing conflicts (Sani, Marzuki, & Putri, 2023). How to handle conflicts in a workgroup in a way that:

1. The Focus Group Discussion (FGD) method is used as an approach to conflict resolution by encouraging open participation from group members in structured discussions. Through FGD, each individual has the opportunity to express their views, listen to others' perspectives, and jointly find the best solution. This approach fosters constructive dialogue, clarifies expectations, and eases tensions among the group members. With a neutral facilitator, discussions can run objectively and focus on solving problems without triggering larger conflicts. FGD also enhance mutual understanding and strengthen more harmonious working relationships.

2. Position mutation can be an effective strategy for resolving conflicts, especially if the problem is caused by personality mismatches or mismatches between employees and the tasks undertaken. By moving employees to more appropriate positions, organizations can reduce tension, increase work motivation, and ensure that individuals contribute optimally. This step also helps maintain balance within the team, avoid wider negative impacts, and create a more harmonious working environment. Mutations must be carried out with the organization's competencies, interests, and needs in mind so that the results are maximized for individuals and companies.

3. Teamwork through communication and collaboration skills training is essential for preventing conflicts in the work environment. Effective communication helps team members communicate ideas clearly, listen actively, and understand each other's perspectives. Meanwhile, good collaboration builds trust and a sense of shared responsibility, thus encouraging openness in resolving differences harmoniously. With the right training, teams can learn to manage emotions, solve problems constructively, and create a more productive and positive work environment. This effort also strengthens the relationships between team members and improves work efficiency.

The three sources of conflict in organizational performance often come from internal aspects, such as differences of view about organizational goals, unclear division of tasks, and mismatch between management's expectations and reality, where tensions arise when individuals or departments feel unsupported, recognized, or treated unfairly, coupled with less effective communication, as well as external factors such as customer pressure, regulatory changes, or business competition that exacerbate situations and trigger conflicts between teams. Low organizational performance is influenced by various

interrelated factors, such as the limited number and competence of employees, which results in less-than-optimal individual performance, in addition to poor supervision, weak organizational culture, and inappropriate leadership style. These factors decrease employee work motivation, and the absence of motivation from colleagues and leaders lowers employee morale. which ultimately negatively affects the quality of human resources and expected performance targets (Listiana, Suryoputro, & Sriatmi, 2018) The way to solve the problem can be done with the following techniques:

1. Focus Group Discussion (FGD) is a method that allows members of an organization to openly discuss the problems they face, share perspectives, and find solutions together. In the FGD, each participant had the opportunity to express their views without pressure, thus creating a more open and constructive communication environment. The presence of a neutral facilitator plays an important role in maintaining the course of the discussion, focusing on solving problems and preventing unproductive confrontations. Thus, each party feels heard, valued, and involved in the conflict resolution process, which can ultimately improve the working relationship and the organization's effectiveness.

2. Internal and external cooperation play important roles in overcoming conflicts in the work environment. Internally, open communication and support between teams allow for more effective problem-solving, strengthen trust, and improve collaboration. Externally, working with partners or outside parties helps organizations overcome barriers by sharing resources, experience, and expertise. This synergy between the internal and external creates a more harmonious and productive work environment, where each team member can contribute to the maximum. Thus, potential conflicts can be minimized and organizational performance remains optimal.

Overall, based on the analysis and Table 1 each method has advantages and limitations depending on the source of conflict. The choice of method must consider the impact of conflict and an organization's long-term effectiveness. Focus Group Discussions (FGDs) can be applied to individual, work group, or organizational conflicts, as they encourage open communication and collective solutions. However, this method requires competent facilitators, is less effective for complex conflicts, and can be time-consuming for the parties involved. Dismissal is effective in addressing individual conflicts that damage the work environment and provide a disciplinary effect; however, it does not apply to group or organizational conflicts, risks lowering team morale, and can cause legal problems.

Position mutations are suitable for overcoming individual and group conflicts by reducing tension and providing opportunities for employee development. However, this method cannot be applied to organizational conflict as a whole, can lower motivation if perceived as punitive, and requires careful planning to be effective. Internal and external cooperation is flexible in handling conflicts at all levels by utilizing resources and increasing trust among parties. However, its success depends on good coordination and commitment, does not necessarily deliver quick results, and can face organizational culture barriers that are less open to collaboration.

5. Conclusions
5.1 Conclusion
A strategic leadership approach to overcoming organizational conflicts involves understanding the root causes of conflicts and applying the right methods based on the nature of the conflict. The main focus is on empowering human resources and fostering open communication to create collaborative solutions. Organizational conflicts arise from various internal and external dynamics, with key sources including differences in understanding among members regarding resources, goals, and values. When individuals or groups have divergent interpretations of these fundamental aspects, the potential for conflict escalates. Other triggers include economic competition, innovation rivalries, and personal conflicts based on differences in character, goals, or interpersonal relationships.

On a broader level, workgroup conflicts often stem from differences in group goals, unclear task assignments, and poor communication. Additionally, organizational performance conflicts arise due to divergent views on the direction of organizational goals, unclear tasks, and external pressures that affect stability and effectiveness. To resolve these conflicts, leaders can employ techniques such as Focus

Group Discussions (FGDs), decisive actions like employee dismissal, and position mutation. Fostering both internal and external cooperation is also crucial to strengthening communication, collaboration, and bringing fresh perspectives to the conflict resolution process.

5.2 Research Limitations

The findings from the literature review may not be generalizable to all types of organizations or contexts, as these studies do not delve deeply into the application of strategic leadership and conflict resolution across diverse organizations. In addition, there is no discussion of external or internal factors, such as culture, structure, or technological change, that affect the success of strategic leadership in conflict resolution. Further studies can be conducted with empirical research in different types of organizations to test the application of theories in different contexts using quantitative or mixed approaches. The focus can be on external and internal factors, such as culture, organizational structure, and technological change, which affect the success of strategic leadership in managing conflict. This study is expected to provide a deeper understanding and enrich the literature on leadership, management, and organizational conflict.

5.3 Suggestions and Directions for Future Research

To address organizational conflicts effectively, it is suggested that leaders take a proactive and multifaceted approach. First, it is important for leaders to regularly assess the organization for potential conflict sources, particularly focusing on differences in organizational goals, values, and communication gaps. By identifying these issues early, conflicts can be prevented from escalating. Focus Group Discussions (FGDs) should be implemented as a tool for open dialogue, providing employees with a space to express concerns, collaborate on solutions, and align perspectives, thus helping to resolve conflicts before they affect the broader organization.

In cases where conflicts cannot be resolved through dialogue, leaders should take decisive actions, such as employee dismissal or position mutation, to restore harmony in the workplace. Position mutation can help align employees with roles that better match their abilities and personalities, reducing tension and improving workplace dynamics. Furthermore, strengthening internal and external cooperation is vital for enhancing communication and fostering collaboration among organizational members. Collaboration with relevant external parties can also provide valuable support in resolving conflicts. Finally, investing in leadership development programs focusing on conflict resolution and communication skills will equip leaders with the tools necessary to handle conflicts effectively and guide their teams toward productive outcomes.

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