

## **Types of Conflict – Four Classifications**

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### **APA: (Evans, 2013, p. 1)**

Conflict is an inevitable part of life. Each of us possesses our own opinions, ideas and sets of beliefs. We have our own ways of looking at things and we act according to what we think is proper. Hence, we often find ourselves in conflict in different scenarios involving other individuals, groups of people, or a struggle within our own selves. Consequently, conflict influences our actions and decisions in one way or another. Conflict is classified into the following four types:

- **Interpersonal conflict** refers to a conflict between two individuals. This occurs typically due to how people are different from one another. We have varied personalities which usually results in incompatible choices and opinions. Apparently, it is a natural occurrence which can eventually help in personal growth or developing your relationships with others.
- **Intrapersonal conflict** occurs within an individual. The experience takes place in the person's mind. Hence, it is a type of conflict that is psychological involving the individual's thoughts, values, principles and emotions. Interpersonal conflict may come in different scales, from the simpler ones like deciding what to eat for lunch to ones that can affect major decisions such as choosing a career path. It leads to restlessness and uneasiness, or can even cause depression. In such occasions, it would be best to seek a way to let go of the anxiety through communicating with other people. Eventually, when you find yourself out of the situation, you can become more empowered as a person.
- **Intragroup conflict** is a type of conflict that happens among individuals within a team. The incompatibilities and misunderstandings among these individuals lead to an intragroup conflict. It arises from interpersonal disagreements (e.g. team members have different personalities which may lead to tension) or differences in views and ideas (e.g. in a presentation, members of the team might disagree due to their differences in opinion). Within a team, conflict can be helpful in coming up with decisions which will eventually allow them to reach their objectives as a team.
- **Intergroup conflict** takes place when a misunderstanding arises among different teams within an organization. For instance, the sales department of an organization can come in conflict with the customer support department. This is due to the varied sets of goals and interests of these different groups. In addition, competition also contributes for intergroup conflict to arise. Some other factors may include a rivalry in resources or the boundaries set by a group to establish their own identity as a team.

Conflict may seem to be a problem, but it can also be an opportunity for growth and can be an effective means of opening up among groups or individuals. However, when conflict begins to draw back productivity and gives way to more conflicts, then conflict management would be needed to come up with a resolution.

### Conflict Analysis Activity

**Directions:** Use this worksheet to help you analyze a conflict when you observe it. Utilize the video links on the weebly and the text to meet college-ready expectations. Respond in complete and detailed sentences.

#### Conflict #1 (link on the weebly)

1. Describe what happened (the facts).
  
2. Who was involved?
  
3. What was the conflict about?
  
4. What was the problem for person A?  
A feels . . .  
A needs . . .
5. What was the problem for person B?  
B feels. . .  
B needs. . .
6. How did the conflict end?
  
7. How could the conflict have ended differently?
  
8. Based on the text, what type of conflict occurred? Cite evidence from the text to support your response. Use details from the video to prove that you have chosen the correct type of conflict (4-5 sentences minimum).

Name \_\_\_\_\_ Cohort \_\_\_\_\_