

ABSTRACT

This paper is about conflicts in groups and the possibilities to handle them as a project leader. Creative teams are used to have conflicts, when they try to finish a project. Somehow, conflicts can be solved without any problems and others still exist until the end. Conflicts are possible between persons or groups. There are also the hidden conflicts, which have destructive effects for the whole project. Most of the employees do not know why it was possible to find a solution for some conflicts whereas other conflicts remain unsolved. This paper tries to raise awareness of conflicts in order to improve the ability to realize if there is a conflict and what kind of conflict it is. Conflicts are determined by the persons, the structure of the organisation and the society. Conflicts are seen as something destructive that should be banned. But there are other reasons that someone is not able to cope with conflicts. It is important to raise awareness that conflicts are good. This paper shows how conflicts are generated and what meaning they have. The paper also deals with the process which occur inside a person in a conflict situation. Finally, the author points out that it is really important to enhance the ability to deal with conflicts.