

Managing Ethical Conflicts

Name:

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Ethics are principles that define what is right or wrong, hence providing a basis for decision making. Managers and supervisors face regular challenges regarding two possible moral imperatives in the workplace. Ethical dilemmas may occur in an organization when stakeholders differ or when the interests of two employees are at odds (Keith, 2014). Given the social nature of human beings, conflicts are inevitable. Therefore, organizational management has to establish an ethical culture and elaborate solutions to issues that may arise in the workplace.

When responding to different professional ethical scenarios, managers realize ethical conflicts do not necessarily have to follow the idea of right versus wrong. Therefore, some situations might not only be challenging, but also require a manager to balance the interests of all parties involved. For instance, if two employees request a bonus and one takes the credit for the other's work, management has to figure out who is responsible for the work and make the decision accordingly. As such, the manager or supervisor must incorporate ethical dimensions to the decision. Additionally, organizational ethical choices could differ from personal views due to a clash of interests. Therefore, ethical decision making can be guided by various perspectives, which make every situation unique. In short, resolving a conflict in the workplace is a complicated but necessary process. Also, ethical solutions do not always have to conform to established patterns (Velasquez, 2017). Thus, it is essential to evaluate the context before concluding. Conflicts should be resolved before they happen. Management should use the experience gained from present scenarios to set a standard code of ethics for its employees.

Furthermore, a manager must always maintain professionalism in solving conflicts.

First, they must adequately assess the circumstances of the situation to evaluate what values have been violated. Then, they should clearly define the problem and use ethical reasoning to resolve the dilemma. In addition, it is essential to be aware of the potential for accidental biases that might influence judgment. The next step is to identify the suitable course of action by reviewing alternatives, consulting with other stakeholders, and then deciding on the appropriate solution. For instance, a scenario where employee A refuses to be a partner with employee B because B is homosexual and C's religion forbids them to mingle with homosexual people, management must evaluate the rights of each party before making any decision.

Also, it is essential to weigh long-term implications when resolving ethical dilemmas. It is appropriate to start with reckoning whether others in the organization would respect the decision made and observe its influence on the manager's image after the conflict. For example, if one of two qualified employees has to receive a promotion, the manager should consider if the criteria used to promote one of them aligns with the organization's code of ethics. Furthermore, they should think about what their decision means for similar cases in the future. Therefore, a manager should resolve conflicts in a manner that can be referred to when such a situation arises again. Management should also consider how their alternatives affect the stakeholder and the business in the long run. If the decision is too costly, they must initiate an alternative option.

However, the prevention of conflict is always the best measure. Therefore, management must work on the development of a culture that promotes self-principled people who adhere to the values strictly. One of the options for this purpose is establishing regular meetings to remind employees of the ultimate importance of maintaining the ethical standards. Conflicts that remain

unsolved can lead to frustration and organizational instability. As such, it is advisable to put long-term measures in place to avoid recurrences.

## References

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