

Avoid Conflict, Embrace Differences: Salleh Keruak

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MONDAY, 9 MARCH – Do not regard conflict as problem, but make it a way towards improvement.

According to the State Legislative Assembly Speaker, Datuk Seri Panglima Dr. Mohd. Salleh Tun Haji Said Keruak, every conflict must be addressed by the head of the organisation or manager wisely to ensure that the organisation continued to advance in line with its objectives.

“Usually conflict occurs when there are differences in opinion and idea. The main thing that we need to know is

that managers must have the ability to appreciate these differences even though they are different,” he said at a Luncheon Talk organised by the Association of Professional and Management Employees Non-Academic Universiti Malaysia Sabah (PPUMS).

Salleh said, every manager including staff of an organisation wishing to express their own opinions should know the proper techniques of communication and to be polite.

“Any opinion would be hard to accept if we use impolite language even when the idea could be a good one. In fact, studies have shown that differences in opinions contributed to 10% of conflicts in organisation, whilst 90% were because of being harsh when delivering those opinions.

“One thing that often happen is when a person forces others to accept his opinion. This is where managers or department heads should play their role of being a leader by finding the equilibrium of every opinion expressed,” he said, citing the example of the leadership of former Prime Minister, Tun Dr. Mahathir Mohamad as a good example.

He added, taking into account all the differences in opinion was not going to be easy and required a leader to train himself to always remain open-minded without being influenced by external aspects.

“Good managers will take in all differences. But every opinion will be concluded with a decision and this decision should be respected. Therefore, what I want to emphasise here is not just mere conflict, but how to manage the conflict itself is also an important aspect,” he added.

Also present at the function were Deputy Vice-Chancellor (Student Affairs and Alumni), Associate Professor Dr. Ismail Ali; Acting Registrar UMS, No'man Datuk Haji Ahmad and President of PPUMS, Haji Zawawi Tiyunin. – SS (fl)

Photo: Johaidi Ismail