

The Role of Mental Health in Conflict Management

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Abstract— The purpose of this study was to evaluate the role of mental health is the ability to resolve conflict. The method used in this study with respect to the nature and purpose of the research is descriptive and analytical documents that way. The results indicate that, between competitive ability and style of conflict resolution, cooperation, compromise and mental health while there is no relationship between avoidance and mental health. Disputes or conflicts phenomenon has positive and negative effects on the performance of individuals and organizations. If used properly and effectively improve the performance of conflict and the promotion of mental health organizations and ineffective use it to create conflict and tension is reduced and performance. If they conflict, sparking fresh ideas and being creative change and innovation and change in organizations and provide constructive finally, to help manage its corporate goals is achieved.

Index Terms— Mental Health, Conflict, Conflict Resolution Skills, Conflict Management.

1 INTRODUCTION

CONFLICT includes part of human life. Interactive wherever there is a conflict. Every conflict has its own history, the first stage of the conflict; only one difference between the two is a distinction between the opposing views. The first is the degree of conflict or contradiction underdeveloped (Pirmoradi, 2007: 49). Conflict variable that affects the organizational climate and the correct and effective use of contrast enhanced performance organization (Ghorbani, 2007). The ability to avoid conflict for fear of conflict or repression, but a true and proper utilization of the collision, it is necessary to provide (Asterki, 2005). Growth of information and communications technology are so rapid and widespread that people in all parts (of various degrees of severity) together made and brought them closer understanding of the issues. It is still a wide gap in terms of degree intellectual and physical growth and development structures between people in different locations, but this gap is due to the growth and spread of communications technology and information and facilitate the flow of information and communication are falling (Rafie, 2010: 25). However, the ability to resolve conflict and both can affect the health IT and mental health play a role. Mental health is one of the main criteria for evaluating the health of a community and undoubtedly plays a significant role in the functioning and development. Mental health is a broad discipline on activities that directly or indirectly related to the proper functioning of the mental element is said includes everything in the World Health Organization definition of health and well-being expressed in the physical, mental, social, spiritual and not merely the absence of disease completely (Sanei, et al., 2004).

2 NATURE OF MENTAL HEALTH

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Psychology is the scientific study of human behavior. The attention of psychologists, the time finding suitable ways to solve psychological problems that people face in dealing with everyday issues and practical. No longer be protected against mental illness. Of course, knowing that anyone may suffer psychological distress itself is not enough; mental health is just unique because it describes the causes of mental disorders, but its main purpose is to prevent the occurrence of disorders (Amini, 2004: 66). Human environment, including physical, social and psychological impact of each on human health, one of these factors is at work every day because life is largely a matter of employment. The reality is that the quality of each individual with respect to his mental. Sometimes I have so much stress at work, that person is out of tolerance so that it's useless and does not work. In this case, a negative attitude towards themselves and their jobs will and his general health is endangered (Hosseini, 2011). In recent years, the Canadian Mental Health Association, mental health is defined in three parts: Part I: feedback on "self" includes: A. Mastering your emotions; b. Aware of his weakness, vol. Your satisfaction and joy.

Part II: feedback on include: A. Interest on long and intimate friendship; b. Sense of belonging to a group; C. Responsibility against human and material environment. Section III contains live feedback on: A. Acceptance of responsibility; b. Opportunities to develop their talents and interests; c. The ability to take personal decisions; d. Working taste good (Tohidi, 2011). Mental health is like physical health, not merely mean the absence of problems or illness. Mental health and emotional state of mind, the emotions and the thoughts come to you. Usually the emotion and modulate mood and emotional health of those notes. You may feel sad, happy, worried, excited, lost, or are at the peak of success. People have their own internal states of emotional health and feelings are exposed and cannot acknowledge their existence or to express or show. Thus, mental health, your ability to understand reality, as well as respond to its challenges and adopt policies and practices to live wisely, are described. Mental health is not the person entitled to avoid the pressures of life. It also works with your reactions

to these factors; they know, accept and overcome so that life may continue to exist (Ghorbani, 2013: 1).

3 MENTAL HEALTH COMPONENT

Job stress as stress can cause physical symptoms, psychological and behavioral person, endangering his health, threaten organizational goals and lead to reduced performance. Stress in the lives of all the people who work there are the different types of stress placed on them. Career changes such as organizational changes, changes in salary, promotions, job loss, or increased manpower and social change are issues which form the pressure on him with confusion, worry, anxiety and the anxiety (Robbins, translator and Parsayyan Arabi, 2006: 321). With regard to general mental health questionnaires validated by psychologists, the mental health component of the four subscales including somatization, anxiety, social dysfunction and depression classified (Shirbim and et al, 2009: 90).

4 ABILITY TO RESOLVE CONFLICT

Employees' ability to resolve conflict using Vikez (1994) and Avery Fischer (1991) have components of lightweight competition, avoidance, cooperation style (cooperative), and compromising style compromise style flexibility requirements. The Likert scale where respondents to the questionnaire are conflict resolution skills and the ability to select the most appropriate strategy for conflict resolution and conflict, however, has been defined in any position. The following specifies the capability of conflict resolution:

Competitive style: Select the style means that on one hand, their interests and desires ahead of others he knows. Use this style to cause a win - lose it (Dorodi, 2013: 7).

Style Compromise: People who choose this style, interests, and desires to go out and let others achieve their goals. Many people believe that having a good relationship is more important than anything else (Robbins, translator Parsayyan and Arabi, 2006: 274).

Compromise light: When this light that people seeking to obtain all desires that is not enough to satisfy some need for them and their interests.

In this method, flexibility, communication and negotiation are important (Moghimi, 2012).

Styles Collaboration: Using this style, desires funded both sides of the conflict. Choosing this style will help people to work together so that they are all winners. Using this method, people are looking for solutions that are tailored to their interests and also to maintain good and effective communication (Dorudi, 2013).

Avoidance: Individuals who choose this method, you do not clash. They are not to your wishes rather than the wishes of the people concerned. Immense is this: "you and I decide to exempt it (Moghimi, 2012).

The five styles can be found on the horizontal axis of a graph charting goals, interests, personal needs and goals vertical axis, interests and needs of others. With different combinations of these two different styles of conflict management center created (Karami, 2005). According to Nelson and KWIC

suitable location for the use of each conflict management style is as follows:

- 1-position for the application of competition
- 2-position for the application of collaboration
- 3-position suitable for use avoidance
- 4-position for the application of concessions
- 5-position for application of Reconciliation.

5 THE BASIC PRINCIPLES OF CONFLICT RESOLUTION SKILLS

In any dispute or conflict resolution should have the following four principles (Ahmadi et al., 2013):

A) Separate the person from the problem in any field of conflict resolution to the problem, conflict or difference of any person or persons to be separated. In such circumstances, the person or persons without the attack take place, or the problem can be attacked.

In other words, instead of attacking each other, to provide the background to what has to be attacked.

B) Focus on interests, not positions and motivations, desires, and impulses that are located behind the people as long as the interests and motivations of those surveyed do not dispute cannot be resolved. So, instead of looking at the situation of women and their status are better incentives for them to be taken to end the dispute. And according to individuals regardless of motivation, does not end the dispute.

C) Create opportunities to achieve consensus hunky-dory, hunky-dory to reach an agreement, you should have a list of different solutions available. Then, the agreement between the parties will be determined. Therefore, it is necessary to take the difference of brainstorming.

D) The use of objective criteria, it is important in solving the dispute, the use of objective criteria.

In particular, the use of clear criteria, such as being fair, impartial, and so on, will be a highly positive impact on the process of dispute resolution.

Q) Basic skills for conflict resolution: To be able to properly resolve disputes and conflicts typically require 6 people have grown to be the following skills:

1. Ability correct orientation relative to the correct orientation relative to the beliefs and ideas that is necessary to resolve the dispute. Without such attitudes and characteristics, it will be impossible dispute resolution process, including values such as: - Peaceful solutions, - kindness and sympathy, - fair - Trust - Justice - tolerance, - Respect others - Respect the conflict, discussing differences in cognitive abilities, and conflicts

- 2- Cognitive abilities that are relevant to this dispute are an external reality, but the reality is how people look. For this reason, it is necessary to exist or develop in individuals following: -Ability empathy and the ability to look up the others' point of view, the assessment -Ability to identify their personal fears, - set aside the judgment and blame to facilitate the ability to see views of others.

- 3-emotional abilities just resolve disputes and conflicts; a lot depends on the management and discard the feelings and emotions such as fear, anger and other feelings and emotions

of others. Such capabilities include the following: - Use proper language to express emotions effectively, - Emotions are expressed as a non-invasive and non-violence, - Practicing self-control not to react to the violence and anger of the opponent.

4. Communication abilities

A communication skills, conflict resolution and communication abilities in these skills play a crucial role especially following capabilities: - Active listening to understand the other, - Ability to speak and correct speaking and understanding in a manner that is understandable to the other side, - If it is possible to express those emotions have less negative emotional charge.

5. Ability to think creatively

By their abilities to correctly define and solve the problem, the process of conflict resolution and conflict and includes the following: - see the problem from different angles, - Brainstorming to generate multiple different solutions.

6. The ability of critical thinking

Critical thinking skills include analysis of, including: Analytical position - hypothesis - dope, - Strategy Development, - compare and contrast - Assessment

7. Negotiation Skills: Negotiation, dialogue between two or more parties on a specific topic, in order to achieve a bilateral agreement is hunky-dory. In other words, the problem is that both sides speak face to properly resolve their differences. Anyone can be a negotiator. Life is a series of interactions that need to be negotiated. In life, there are numerous issues that must be negotiated by the parties to reach a reasonable agreement (Nouri, 2009).

6 RESPONSE TO CONFLICT AND CONTROVERSY

Reaction and a different approach to disagreements and conflicts and it is certain that the result of each of the different attitudes and reactions. Some of the responses are positive and others negative result. In fact, the full consequences of the conflict on the side and is not the nature of conflict and discord. Given the importance of family conflict and difference in social life and, in particular, particularly in the areas of injury prevention, mental, social, in this section, various methods of responding to conflict and difference can be addressed. Response to the conflict can be divided into three categories (Ahmadi et al., 2013):

A) Severe reactions in response to this type of dispute, the parties or their entire force, coercion, threats, aggression, and anger to resolution of their conflict. The goal is victory at any cost. The result of this type of reaction, win / loss will be. Party who uses this type of approach would and the other side will lose. The result is that one of the parties will be unhappy and dissatisfied again next source of problems and disputes. In this method, the following techniques are used:

1. Compulsion 2. Competitive 3-pressure, 4- subdue the threat.

B) Softening reactions: In this type of reaction, one party tries to reconcile his differences and avoidance techniques commonly used and therefore will not feel satisfied it will take the opposite side and the sides will lose. The result of this col-

lision loss / win, which again leads to dissatisfaction and disagreement, would be next. In this type of reaction, the following techniques are used:

1. isolation, 2-run, 3-compromise and coexistence, 4. Neglect, 5-denial, 6. Surrender to accept.

C) Reaction of underlying: In this type of reaction, the process of conflict resolution used in the correct manner the common goal of resolving disputes without the relationship ends. The result will be seen and needs of both sides. Finally, both sides agreed that they will be satisfied. Conflict is a significant complication of workers in a range of organizations due to their reduced ability to work and thus lower efficiency, researchers and managers is occupied. This effect is even lives outside of work and family life makes it difficult. Reduced performance, job dissatisfaction, decreased overall health and lower the resistance and tolerance among its consequences. Conflict the fact that human history is familiar with it, unfortunately, due to mismanagement, conflicts of militancy and hostility has become more and human societies because of the bad record of the conflict are look at it as a negative phenomenon in the conflict either as desirable or undesirable, it can be seen, is an indisputable fact. Where two or more are gathered from two potential conflicts arise. As they interact with people in the organization, goals, values, styles, and different situations they are creating tension.

7 CONCLUSION

The results of the test showed that there is a correlation between conflict resolution and mental abilities. It is recommended to conflict resolution skills and how to deal with partners in conflict with those taught employees have the ability to control their emotions and in order to achieve greater mental health. The findings suggest that there is a relationship between a style contests with mental health staff. It is recommended to be provided to employees when they combine their ideas with colleagues and supervisors at both sides and perspectives to be included in the possibility of an opinion given to the partners of employees is less about competition and with peace of mind, or mental health agency to engage in the activity. Correlation test showed that there is a relationship between light-and mental health staff. It is suggested that the staff worked together to solve problems, together to share their ideas suggest to your supervisor and to resolve differences in order to feel more comfortable and improve their mental health. Study hypotheses suggest that a compromise between style and mental health workers there. It is recommended to supervisors, employees understand, in some cases, employees are entitled to the dissemination of culture among staff employees against each other to perform the behavior. And determined insistence and not unduly and in order to achieve greater mental health. The findings suggest that there is a relationship between styles of coping with mental health staff. It is suggested that the staff did not dispute seriously compromise their work in front of agents and the differences are not too serious and calm to enhance their mental health. It is recommended to pay more attention to improving the mental health of employees working style. Training courses for staff interaction and negotiation techniques

to resolve conflicts when conflicts can have more peace of mind.

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