#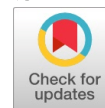 Communication and Resolving Conflicting Situations: Indispensable in Forming Cordial and Amiable Terms and Relationships with others

Radhika Kapur

Abstract Throughout the lives of the individuals, irrespective of communities, occupations, categories and socio-economic backgrounds are required to be well-versed in terms of communication skills. These are the skills that are facilitating in not only augmenting knowledge in terms of various factors, but also individuals are able to form cordial and amiable terms and relationships with others. It is apparently understood that in some cases, there are occurrences of conflicting situations and disagreements among Individuals. These are regarded as the major barriers within the course of development of mutual understanding, hence, it is vital for individuals to be well-versed in terms of peaceful conflict resolution methods. These are facilitating in creating a pleasant and peaceful environment. One of the important aspects that needs to be taken into account is, the individuals need to form positive viewpoints in terms of various factors. Furthermore, they are required to be treated with respect and courtesy. In this manner, communication skills will be honed and peaceful conflicting resolution methods will be put into operation in an efficient manner. In this manner, individuals will render an important contribution in bringing about improvements in their overall personality traits and living conditions. Therefore, it is well-understood, communication and resolving conflicting situations is indispensable in forming cordial and amiable terms and relationships with others. The main concepts that are taken into account in this research paper are, understanding the meaning and significance communication and resolving conflicting situations, measures to be implemented in honing communication skills and understanding peaceful conflict resolution methods.

Keywords: Communication, Conflicting Situations, Job Duties, Individuals, Information, Measures, Methods

I. INTRODUCTION

The senior citizens and individuals, belonging to all age groups, communities, categories and socio-economic backgrounds are required to put into operation effective communication processes throughout their lives. This is regarded as an integral part of the personal and professional lives of the individuals. This is facilitating in augmenting knowledge and understanding regarding various subjects and concepts; exchanging different types of ideas and viewpoints.

obtaining answers to various types of questions that are overwhelming and clarifying different types of doubts (Communication for Development, 2011) [2]. This takes place between family and community members. The individuals are required to be well-equipped in terms of communication ethics, i.e. making use of polite language and decent words; treating each other with respect and courtesy; making provision of factual information and possessing an approachable nature and an amiable attitude. This will be facilitating in augmenting information and forming cordial and amiable terms and relationships with each other. Therefore, communication processes are considered to be indispensable in lives of all individuals.

The communication processes takes place in a verbal and written form. Verbal communication takes place face to face or through phone calls or video calling, whereas, written communication takes place through exchanging messages and emails. The elderly individuals, primarily belonging to urban communities communicate with each other through verbal as well as written form. They are well-versed in terms of technical skills. These skills are facilitating in augmenting knowledge in terms of various factors and putting into operation effective communication processes (Davies, 2004) [3]. The elderly individuals, primarily belonging to economically weaker sections of the society are not well-equipped in terms of technical skills. As a consequence, they put into operation communication processes face to face. The individuals are able to form cordial and amiable terms and relationships with each other and augment information through honing communication skills. Therefore, it is well-understood that individuals, belonging to all age groups and communities will be able to bring about improvements in their overall quality of lives through putting into operation communication processes in an effective manner.

A. Understanding the Meaning and Significance Communication and Resolving Conflicting Situations

The individuals, belonging to all communities and socio-economic backgrounds need to be well-versed regarding significance of effective communication processes throughout their lives. This is regarded as an integral part of the personal and professional lives of the individuals. This is facilitating in augmenting knowledge and understanding regarding various types of subjects and concepts; exchanging different types of ideas and viewpoints; obtaining answers to various types of questions that are overwhelming and clarifying different types of doubts. This takes place between family and community members. The individuals are required to be well-equipped in terms of communication ethics, i.e.

making use of polite language and decent words; treating each other with respect and courtesy; providing accurate information and possessing an approachable nature and an amiable attitude. This will be facilitating in augmenting information and forming cordial and amiable terms and relationships with each other. Therefore, one is able to acquire an efficient understanding of the meaning and significance of communication and resolving conflicting situations, when one is well-versed in terms of communication ethics. Throughout the lives of the individuals, they are required to be well-versed in terms of all their job duties and responsibilities. These are put into operation in personal and professional lives of the individuals. The individuals assign different types of job duties and responsibilities to others. These are within homes, educational institutions of all levels and in different types of employment settings. Hence, if the individuals are unsuccessful in putting into operation different types of job duties and responsibilities, there may be occurrence of conflicting situations with family members, supervisors, educators, classmates or colleagues. In order to prevent these from assuming a major form, it is likely possible that there may be implementation of peaceful conflict resolution methods. Furthermore, being well-equipped in terms of different types of job duties and responsibilities will be facilitating in creating a pleasant environment within homes as well as different types of professional settings. Therefore, individuals are able to understand the meaning and significance of communication and resolving conflicting situations, when job duties and responsibilities are carried out in a well-organized manner.

It is necessary to be well-versed in terms of different types of methodologies and procedures. These are referred to the ways to carry out various tasks and activities in a well-organized manner. These are complicated as well as manageable, these are implemented in less amount of time or can be more time-consuming and these are put into practice on one's own as well as through working in co-ordination with other individuals. The individuals need to ensure, they acquire an efficient understanding of the concepts. Furthermore, they are required to get engaged in regular practice. This will be facilitating in augmenting one's knowledge and understanding regarding different types of methodologies and procedures. As a consequence, one will contribute efficiently in carrying out job duties satisfactorily; hence, there will not be any room for conflicting situations. Furthermore, one will put into practice peaceful conflict resolution methods in a well-ordered and disciplined manner. Therefore, an understanding of the meaning and significance of communication and resolving conflicting situations is acquired, when individuals are augmenting information in terms of methodologies and procedures.

B. Measures to be implemented in honing Communication Skills

From the stage of early childhood, throughout the lives of the individuals, they are required to acknowledge the meaning and significance of communication skills and interactive abilities. These are facilitating in putting into operation all tasks and activities, which are necessary in leading to progression of individuals. The individuals, belonging to all communities, categories and socio-economic backgrounds are required to put emphasis on augmenting communication skills and interactive abilities on regular basis (Communication for Development, 2016) [1]. Throughout the lives of individuals, they are required to be well-versed in terms of measures. These are complicated as well as manageable, these are implemented in less amount of time or can be more time-consuming and these are implemented on one's own as well as through obtaining support and assistance from others, including family and community members. The individuals need to ensure all the measures are implemented in a positive manner. These are, augmenting information regarding various factors; forming positive viewpoints regarding all factors; reinforcing a constructive approach; honing technical skills; putting in efforts to one's best abilities and carrying out all tasks and activities in a well-organized manner. These are stated as follows:

C. Augmenting Information regarding various Factors

The implementation of effective communication processes is facilitating in augmenting knowledge and understanding regarding various subjects and concepts; exchanging different types of ideas and viewpoints; obtaining answers to various types of questions that are overwhelming and clarifying different types of doubts. This takes place between family and community members. In the present existence, internet is regarded as one of the prominent sources. It is utilized on a comprehensive basis by individuals, belonging to all professions and fields. The individuals within homes and different types of professional settings, i.e. educational institutions of all levels and various types of employment settings are putting into operation effective communication processes. The educators, supervisors and employers are able to carry out their tasks and activities successfully, when they are implementing effective communication processes. Furthermore, information is honed in terms of different types of subjects and concepts. Therefore, augmenting information regarding various factors is regarded as one of the indispensable measures to be implemented in honing communication skills.

D. Forming Positive Viewpoints regarding all Factors

The individuals are required to form positive viewpoints regarding all factors within and outside the homes. The individuals, belonging to deprived, marginalized and economically weaker sections of the society are residing in the conditions of poverty and backwardness. They are overwhelmed by the social problems of poverty, illiteracy, unemployment and homelessness. But they form positive viewpoints particularly in terms of all the factors that influence their living conditions, as a consequence, they will be able to put in efforts to their best abilities in doing well in different types of job duties and generating desired outcomes. Furthermore, it is necessary to form positive viewpoints in terms of individuals as well, whom one is working and dealing with. The individuals will be able to put into practice communication processes in an efficient manner, when they form positive viewpoints regarding all factors and individuals.

26

These include family and community members. Therefore, forming positive viewpoints regarding all factors is one of the significant measures to be implemented in honing communication skills.

II. REINFORCING A CONSTRUCTIVE APPROACH

Reinforcing a constructive approach is regarded as vital in putting into operation communication processes in an effective manner. The individuals need to make sure, they reinforce the traits of morality, ethics, diligence and conscientiousness. These are facilitating in augmenting information regarding various factors; coping with different types of dilemmas and challenging situations satisfactorily; reinforcing the traits of efficiency, honesty and truthfulness; augmenting competencies, abilities and aptitude; making wise and productive decisions; honing analytical and critical-thinking skills; putting in efforts to one's best abilities; possessing the abilities to work under stress; forming cordial and amiable terms and relationships with others and depicting the traits of helpfulness and co-operation. Furthermore, one will contribute significantly in honing communication skills and interactive abilities. One of the important aspects that needs to be taken into account is, the individuals are able reinforce the traits of kind-heartedness and generosity. Therefore, reinforcing a constructive approach is an expedient measure to be implemented in honing communication skills.

III. HONING TECHNICAL SKILLS

In the present existence, utilization of technologies has acquired prominence. The individuals, belonging to all fields and professions are making use of different types of technologies in order to carry out their tasks and implementing effective communication processes. The various technologies that are utilized are, computers, lap-tops, I pads, scanners, printers, photo-copiers, audio-visual aids and so forth. In the present existence, internet is regarded as one of the prominent sources. It is utilized on a comprehensive basis by individuals in augmenting knowledge and understanding regarding various subjects and concepts; obtaining answers to various types of questions that are overwhelming and clarifying different types of doubts. Technologies are utilized to implement effective communication processes through video-calling and exchanging messages and emails. In addition, individuals will be able to put in efforts to their best abilities in generating desired outcomes through making use of different types of technologies. Therefore, honing technical skills is an eminent measure to be implemented in honing communication skills.

IV. PUTTING IN EFFORTS TO ONE'S BEST ABILITIES

The occurrences of different types of problems and challenging situations are regarded as an integral part of the personal and professional lives of the individuals. The different areas in terms of which these take place are, job duties, methodologies, procedures, techniques, work pressure, lack of implementation of time-management skills, unawareness in terms of various factors, lack of infrastructure, amenities and facilities, scarcity of financial, technical, information and material resources and so forth.

These are experienced in a major or minor form. The individuals provide solutions to these on their own as well as through obtaining ideas and suggestions from others. Hence, through honing communication skills, the individuals will be able to contribute efficiently in putting in efforts to one's best abilities. The main reason being, they will augment knowledge and understanding regarding various types of subjects and concepts. As a consequence, they will be able to cope with different types of problems and challenging situations in a well-organized and satisfactory manner. Therefore, putting in efforts to one's best abilities is a useful measure to be implemented in honing communication skills.

E. Carrying out all Tasks and Activities in a Well-organized Manner

Carrying out all tasks and activities in a well-organized manner is regarded as one of the primary goals of individuals, belonging to all communities, categories and socio-economic backgrounds. The implementation of effective communication processes will be facilitating in augmenting information in terms of different types of subjects and concepts. Furthermore, individuals will contribute efficiently in coping with different types of problems and challenging situations. The abilities to overcome setbacks will be facilitating in putting in efforts to one's best abilities in doing well in one's tasks. Through putting into operation effective communication processes, the individuals will be able to augment information and clarify their doubts in terms of various factors. As a consequence, their mind-sets will be stimulated and they will lead to up-gradation of motivation and concentration levels. Therefore, carrying out all tasks and activities in a well-organized manner is a meaningful measure to be implemented in honing communication skills.

F. Understanding Peaceful Conflict Resolution Methods

In all households in all communities, there are occurrences of conflicting situations and disagreements. These take place among family members as well domestic helpers and service providers. On the other hand, within educational institutions of all levels and various types of employment settings, the individuals in some cases, do get engaged in conflicting situations. But they need to resolve these in order to achieve professional goals. The matters in terms of which these take place are trivial or major. These are experienced in a major or minor form (The Benefits of Conflict Resolution, 2020) [4]. The conflicting situations are unfavorable on the physical as well as psychological health conditions of the individuals. Furthermore, terms and relationships among individuals get impeded. Throughout the lives of the individuals, they are required to be well-versed in terms of peaceful conflict resolution methods. The methods are, complicated as well as manageable, these are implemented in less amount of time or can be more time-consuming and these are put into operation on one's own as well as through obtaining support and assistance from family and community members. The individuals need to ensure all the methods are put into operation in positive manner. Furthermore, one will render an important contribution in leading to progression and bringing about improvements in their overall quality of lives through implementing these methods. These are stated as follows:

27

G. Implementing Effective Communication Processes

The individuals, belonging to all age groups, communities, categories and socio-economic backgrounds are required to put into operation effective communication processes throughout their lives [6] [7] [8] [9].

This is regarded as an integral part of the personal and professional lives of the individuals. This is facilitating in augmenting knowledge and understanding regarding various types of subjects and concepts; exchanging different types of ideas and viewpoints; obtaining answers to various types of questions and clarifying doubts. This takes place between family and community members. The individuals are required to be well-equipped in terms of communication ethics, i.e. making use of polite language and decent words; treating each other with respect and courtesy; making provision of factual information and possessing an approachable nature and an amiable attitude. Furthermore, one needs to treat each other with respect and courtesy. This will be facilitating in augmenting information and forming cordial and amiable terms and relationships with each other. Furthermore, conflicting situations and disagreements will be resolved peacefully and individuals will incur the feelings of pleasure and contentment. Therefore, implementing effective communication processes is regarded as one of the indispensable peaceful conflict resolution methods.

H. Treating others with Respect and Courtesy

It is apparently understood that all individuals aspire to be treated with respect and courtesy. Within homes, individuals from the stage of early childhood are imparted information in terms of morality and ethics. They are taught that they are required to implement effective communication processes and inculcate the traits of morality and ethics. As a consequence of acknowledging and implementing all these factors, they learn to respect their elders. On the other hand, elders also need to ensure, they treat their younger family members with respect and courtesy (The Benefits of Effective Conflict Management, 2018) [5].

The individuals need to ensure, they interact with others in a polite and decent manner. Furthermore, they are required to ensure, they make provision of factual information and reinforce the traits of kind-heartedness and generosity. In this manner, they will render an important contribution in augmenting the traits of morality and ethics. Hence, the environmental conditions within homes will be peaceful. Furthermore, the individuals will acquire appreciation and reverence from others due to their appropriate conduct. Therefore, treating others with respect and courtesy is one of the significant peaceful conflict resolution methods.

I. Being Well-versed regarding Job Duties and Responsibilities

From the stage of early childhood, throughout the lives of the individuals, they are required to be well-versed in terms of their job duties and responsibilities. These are put into operation in personal and professional lives of the individuals. The individuals assign different types of job duties and responsibilities to others. These are within homes, educational institutions of all levels and in different types of employment settings. Hence, if the individuals are

unsuccessful in putting into operation different types of job duties and responsibilities, there may be occurrence of conflicting situations with family members, supervisors, educators, classmates or colleagues. In order to prevent these from assuming a major form, it is likely possible that there may be implementation of peaceful conflict resolution methods. Furthermore, being well-equipped in terms of different types of job duties and responsibilities will be facilitating in creating a pleasant environment within homes as well as different types of professional settings. Therefore, being well-versed regarding job duties and responsibilities is a peaceful conflict resolution method, which is acknowledged by individuals, belonging to both urban and rural communities.

J. Being well-informed regarding Methodologies and Procedures

In order to carry out all types of job duties and responsibilities in a well-organized manner, it is necessary to be well-versed in terms of methodologies and procedures. These are referred to the ways to carry out various tasks and activities in a well-organized manner. These are complicated as well as manageable, these are implemented in less amount of time or can be more time-consuming and these are put into practice on one's own as well as through working in co-ordination with other individuals. The individuals need to ensure, they acquire an efficient understanding of the concepts. Furthermore, they are required to get engaged in regular practice. This will be facilitating in augmenting one's knowledge and understanding regarding different types of methodologies and procedures. As a consequence, one will contribute efficiently in carrying out job duties satisfactorily; hence, there will not be any room for conflicting situations. Furthermore, one will put into practice of peaceful conflict resolution methods in a well-ordered and disciplined manner. Therefore, being well-informed regarding methodologies and procedures is a peaceful conflict resolution method, which is facilitating in generating desired outcomes.

K. Utilizing Pioneering Methods and Materials

With advancements taking place and with the advent of modernization and globalization, they are required to be well-versed in terms of pioneering methods and materials. These are utilized by the individuals, belonging to all professions and fields. These are, utilization of charts, graphs, maps, pictures, images, shapes, designs, structures, tools, devices, apparatus, machinery, equipment and various types of technologies. The individuals need to ensure, they acquire an efficient understanding of the concepts.

This is facilitated on one's own or through taking support and assistance from other individuals in personal and professional lives. Furthermore, they are required to get engaged in regular practice. This will be facilitating in augmenting one's knowledge and understanding regarding different types of pioneering methodologies and materials. As a consequence, one will contribute efficiently in carrying out job duties satisfactorily; hence, there will not be occurrences of any types of conflicting situations and disagreements.

One of the major benefits is, the individuals will be able to put into operation their job duties in an efficient manner. Therefore, utilizing pioneering methods and materials is a peaceful conflict resolution method, which is facilitating in completing tasks in less or more amount of time.

L. Depicting the Traits of Helpfulness and Co-operation

The individuals, belonging to all age groups are required to acknowledge the meaning and significance of helpfulness and co-operation. The main reason being, when one is unable to cope with various types of problems and challenging situations, they are required to take help and assistance from others, including family and community members. On the other hand, when one does not possess material and information resources, one needs to obtain these from others. Hence, it is necessary to reinforce the traits of helpfulness and co-operation. Within homes, it is apparently understood that senior citizens need help in putting into practice different types of tasks and activities. When the family members do not help them and are involved in their own tasks and activities, it is likely possible that there will be occurrences of conflicting situations and disagreements. On the other hand, when the family members will depict the traits of helpfulness and co-operation, they will not only acquire appreciation and reverence, but there will be peaceful environment within homes. Therefore, depicting the traits of helpfulness and co-operation is a peaceful conflict resolution method, which enables the individuals to reinforce cordiality in terms and relationships with others.

M. Reinforcing the Traits of Efficiency, Honesty and Truthfulness

The individuals are required to reinforce the traits of efficiency, honesty and truthfulness within and outside the homes. Throughout their lives, they need to be well-versed in terms of these traits. When the individuals are pursuing educational programs in educational institutions of all levels or are engaged in employment opportunities, they are required to acknowledge the meaning and significance of these traits. These are facilitating in coping with various types of problems and challenges satisfactorily; carrying out all tasks and activities in a well-organized manner; completing all tasks within the required time-frame; honing analytical and critical-thinking skills and meeting the expectations of others. As a consequence, individuals will be able to prepare themselves adequately in promoting well-being and goodwill. When job duties will be carried out in a well-ordered and satisfactory manner, individuals will render an important contribution in meeting the expectations of others, within and outside the homes. Hence, it is comprehensively understood that reinforcing these traits will be beneficial. Therefore, reinforcing the traits of efficiency, honesty and truthfulness is a peaceful conflict resolution method, which is facilitating in overcoming setbacks and completing work on time.

N. Honing Analytical and Critical-Thinking Skills

The individuals are required to be well-informed in terms of analytical and critical-thinking skills. The analytical skills are facilitating in conducting analysis of various types of alternatives and options that are available. These are facilitating in analyzing the causes of problems. On the other hand, critical-thinking skills are facilitating in implementing methodological, rational and logical thinking. These skills are utilized by the individuals in putting into operation different types of tasks and activities within personal and professional lives. As a consequence, individuals will be able to implement job duties satisfactorily; achieve desired goals and objectives and meet the expectations of others. The family members, educators, supervisors, employers, classmates, colleagues and so forth are individuals, whose expectations are satisfactorily met and conflicts are resolved. Furthermore, various types of problems and challenges will be prevented from giving rise to impediments within the course of putting into operation different job duties. As a consequence, when others will be satisfied, individuals will render an important contribution in implementing peaceful conflict resolution methods. Therefore, honing analytical and critical-thinking skills is a peaceful conflict resolution method, which is facilitating making wise and productive decisions regarding various factors.

O. Taking out sufficient Time for all Job Duties

The individuals, belonging to all occupations and fields are required to take out sufficient amount of time for all job duties. They are required to carry out different types of tasks in personal and professional lives, hence, they need to be well-equipped in terms of time-management skills. These are the skills that are facilitating in taking out sufficient amount of time for all tasks and activities. In this case, priorities are assigned to different types of job duties. The tasks, which are more important are carried out first, whereas, the ones, which are less important are carried out after the completion of more important ones. Procrastination is avoided. Within the course of implementation of household chores, putting into operation job duties within educational institutions and employment settings, it is of utmost significance to acknowledge the meaning and significance of time-management skills. As a consequence, when others will be satisfied, individuals will render an important contribution in implementing peaceful conflict resolution methods. Therefore, taking out sufficient time for all job duties is a peaceful conflict resolution method, which is enabling individuals to get engaged in number of tasks and activities.

P. Overcoming Setbacks Efficiently

There are various areas in terms of which there are occurrences of different types of setbacks. These are regarded as an integral part of the personal and professional lives of the individuals. The different areas in terms of which these take place are job duties, methodologies, procedures, techniques, work pressure, lack of implementation of time-management skills, unawareness in terms of various factors, lack of infrastructure, amenities and facilities, scarcity of financial, technical, information and material resources and so forth. These are experienced in a major or minor form. These are normally regarded as an integral part of the personal and professional lives of the individuals. Hence, one needs to prepare in order to overcome setbacks. The individuals provide solutions to these on their own as well as through obtaining ideas and suggestions from others.

Hence, through honing communication skills, the individuals will be able to contribute efficiently in putting in efforts to one's best abilities. As a consequence, the individuals will render an important contribution in implementing peaceful conflict resolution methods. Therefore, overcoming setbacks efficiently is a peaceful conflict resolution method, which incurs the feelings of pleasure and contentment among individuals.

V. CONCLUSION

Implementing effective communication processes is an integral part of the personal and professional lives of individuals. Measures to be implemented in honing communication skills are, augmenting information regarding various factors; forming positive viewpoints regarding all factors; reinforcing a constructive approach; honing technical skills; putting in efforts to one's best abilities and carrying out all tasks and activities in a well-organized manner. Peaceful conflict resolution methods are, implementing effective communication processes, treating others with respect and courtesy, being well-versed regarding job duties and responsibilities, being well-informed regarding methodologies and procedures, utilizing pioneering methods and materials, depicting the traits of helpfulness and co-operation, reinforcing the traits of efficiency, honesty and truthfulness, honing analytical and critical-thinking skills, taking out sufficient time for all job duties and overcoming setbacks efficiently. Finally, it can be stated, implementing effective communication processes and peaceful conflict resolution methods are enriching to all individuals.

DECLARATION STATEMENT

Funding	No, I did not receive.
Conflicts of Interest	No conflicts of interest to the best of our knowledge.
Ethical Approval and Consent to Participate	No, the article does not require ethical approval and consent to participate with evidence.
Availability of Data and Material	Not relevant.
Authors Contributions	I am only the sole author of the article.

REFERENCE

1. Communication for Development. A Practical Guide. (2016). Retrieved September 12, 2023 from https://www.eda.admin.ch/dam/deza/en/documents/publikationen/Diverses/Communication-for-development-Manual_EN.pdf
2. Communication for Development. Strengthening the Effectiveness of the United Nations. (2011). Retrieved September 12, 2023 from https://www.unicef.org/cbsc/files/Inter-agency_C4D_Book_2011.pdf
3. Davies, J. (Ed.). (2004). C4D Communication for Development Concept. Retrieved September 12, 2023 from http://www.communicationforsocialchange.org/pdf/comm4devconceptpapermdgmeetingnov04.pdf
4. The Benefits of Conflict Resolution. (2020). Retrieved September 12, 2023 from conovercompany.com
5. The Benefits of Effective Conflict Management – Benefits of Conflict Competence. (2018). Retrieved September 12, 2023 from talenttools.com.au
6. Storozhenko, L., & Petkun, S. (2019). Electronic Communications as an Element of Management. In International Journal of Innovative Technology and Exploring Engineering (Vol. 8, Issue 11, pp. 459–466). https://doi.org/10.35940/ijitee.k1401.0981119
   Rabha, F. H., & Singh, Dr. N. R. (2022). Facebook as an Agent to Tackle Climate Change with Reference to University Students in Assam. In Indian Journal of Social Science and Literature (Vol. 2, Issue 1, pp. 11–23). https://doi.org/10.54105/ijssl.e1025.091522
7. Kashekova*, I. E., & Kononova, E. A. (2019). Cognitive Factors of "Art+" Cross-Cultural Pedagogical Technology. In International Journal of Innovative Technology and Exploring Engineering (Vol. 9, Issue 1, pp. 1305–1311). https://doi.org/10.35940/ijitee.l3624.119119
8. Mbatha, S. K., Alkizim, A. O., Dr., & Mbiti, T. K., Dr. (2021). The Practice of Conflict Management in Construction Projects in Kenya. In International Journal of Soft Computing and Engineering (Vol. 10, Issue 4, pp. 6–12). https://doi.org/10.35940/ijsce.d3483.0310421
9. S., R., & V, N. (2019). Detecting and Resolving Conflicts in Adaptation Rules for the Context Aware System. In International Journal of Recent Technology and Engineering (IJRTE) (Vol. 8, Issue 2, pp. 760–763). https://doi.org/10.35940/ijrte.b2402.078219