

A Study of Relationship between "Effective Listening" and "Understanding and Sending Messages" with Conflict Management among Managers in Ardabil Elementary Schools

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Abstract

Background and objectives: This study has been accomplished with the aim of investigating the relationship between managers' communication skills and conflict management in elementary schools in the city of Ardabil.

Material and Methods: This is a cross-sectional study. The statistical population consisted of 150 elementary school principals in Ardabil. 106 participants were selected by using Krejcie-Morgan table randomly and through stratified sampling method. Data were collected through Jerabek communication skills questionnaire and Robbins conflict management questionnaire. Questionnaire's face validity was reviewed and confirmed by the experts. Their reliability coefficient was (0.82) for communication skills and (0.95) for conflict management by using Cronbach's alpha. Data were analyzed using analytical and descriptive statistical methods (Pearson correlation coefficient test, single-sample t-test, and multiple regression).

Results: Results showed that there are positive and significant relationship between communication skills (effective listening, understanding and sending messages, regulating emotions, insight into learning process, and decisiveness in communication) and conflict management strategies (denial of opposition, control, solution orientation).

Conclusion: Communication skills such as effective listening can be a good predictor for solving conflicts in conflict management but understanding and sending messages cannot predict conflict management abilities of managers.

Key Words: Communication Skills, Conflict Management, Elementary School

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