

2 Abstract

People carry different values, beliefs, needs, ideas and goals to their environment. When working in teams, these differences are considered as primary strengths for developing new ideas.

In addition, these same differences may lead to conflict. Conflict is a largely perceived phenomenon that may be defined as a struggle or contest between people with opposing needs, beliefs, ideas and goals.

The goal of this document is to provide conflict management information that can be beneficial both personally and professionally. Some people think conflict is a topic that should not be discussed and that we should not engage in conflict.

Productively engaging in conflict is always valuable. Most people are willing and interested in resolving their conflicts; they just need the appropriate skill set and opportunities in which to practice this skill set.

Therefore, this study will focus on understanding conflict management and conflict resolution. In addition, it attempts to measure the awareness of conflict in the banking sector in Palestine, the strategies used when dealing with conflict, which can help banks improve their performance and prevent larger problem from occurring.

The study is descriptive and explanatory as it seeks to measure the degree of awareness to conflict, its benefits and drawbacks. The main instrument that was used to collect and analyze data, was the questionnaire survey developed by the researcher. The data collected was analyzed by the software program called SPSS. Frequency tables and bar charts were mainly used to

answer the research questions in chapter one. Finally conclusion and recommendations were formed.

The findings of this study indicate that the banking sector in Palestine is aware of conflict, but they are not aware of its benefits, and lack policies and procedures that help control and eliminate conflicts.

His suggests that there is a need for performing a number of workshops that are carried out by specialized people in conflict management and conflict resolution to increase their information and awareness of conflict.