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Client Organisation /Partners Ravintola Malja, Vararengasravintolat Ltd, Paanuhuone Gust. Ranin, Mualiman Napa, Apteekkari (PeeÄssä)			
<p>Abstract</p> <p>In Human Resource Management the focus is about recruiting, training, motivating and over all job satisfaction in the purpose of creating an effective and functional working environment. But when something goes wrong in the working environment, a possibility of a conflict might arise. The term of conflict management might sound scary, but it is simply about two people meeting to fix something that has gone wrong. The idea for this thesis came from the need to reseach ways how to interact with people when it is about their way of doing their job. Firsthand experiences have brought up a question that is there a better way to confront inconvenient situations, than just show a high level of authority and domination.</p> <p>The aim of this thesis is to discover wheather supervisors in different bars in Kuopio use conflict management in their everyday work. The thesis begins with the theory frame of conflict management. What it is, how conflicts are created and how to handle them. The reseach part of the thesis was carried out by using qualitative method. It was conducted by interviewing five persons in a supervisor position in different companies. The companies include Malja, Pannuhuone, Vararengasravintolat Ltd, PeeÄssä / Apteekkari and Mualiman Napa. The interviews are executed face-to-face in a neutral environment. The questions reflected the studied theory and gave furthermore room for general discussions about bar business.</p>			
Keywords Conflict Management, Conflict resolution, Restaurant Business, Human Resource Management, Negotiation			