

Leadership and Conflict Management Styles of Top and Middle Level Managers of Selected Companies towards Strategic HR Management

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Abstract

This study investigates senior and mid-level managers' leadership and conflict management styles at higher education institutions (HEIs). It offers a detailed analysis of the One-hundred (100) respondents and their self-evaluated leadership attributes. The study encompassed a heterogeneous sample, with most participants falling within the age range of 33 to 39 years. The sample was predominantly female and consisted of Assistant Professors or Directors/Coordinators. Most responders possess substantial leadership experience ranging from 10 to 15 years. The results indicate that the participants demonstrate elevated integrity, ethical principles, inspiring motivation, intellectual stimulation, and personalized consideration. These attributes are crucial for cultivating a constructive and efficient leadership atmosphere within Higher Education Institutions (HEIs). The respondents' conflict management styles demonstrate a well-rounded approach, with a notable inclination towards accommodating, collaborating, and compromise techniques. These tactics prioritize harmony, mutual benefit, and negotiation. The study revealed strong relationships between leadership attributes and conflict management strategies, explicitly competing, avoiding, collaborating, and compromising. This underscores the impact of leadership on the methods used to resolve conflicts. The study emphasizes implementing focused leadership development programs and conflict management training to augment these abilities further. Based on the results, a one-year Strategic Human Resource Management (SHRM) plan is suggested. This approach encompasses periodic leadership training workshops, mentorship initiatives, conflict resolution workshops, team-building exercises, and ongoing learning prospects. The SHRM strategy aims to promote a culture of collaboration, facilitate ongoing professional growth, and enable the efficient oversight and assessment of HR projects. The findings of this study indicate that leaders in higher education institutions can significantly enhance their effectiveness by participating in specialized training and development programs that focus on improving their leadership traits and conflict management skills. By cultivating a culture characterized by honesty, cooperation, and ongoing education, higher education institutions (HEIs) can establish a more harmonious and efficient organizational atmosphere, ultimately leading to sustained success and expansion.

Keywords: Leadership, Conflict Management, Higher Education, Human Resources