

Managing and Resolving Conflict at work:

MRA officers avail themselves of a workshop by Prof Torul



In line with its capacity building programme, the Mauritius Revenue Authority (MRA) hosted a workshop on ‘*Managing and Resolving Conflict at work*’ on Tuesday 27 September 2022 at the Custom House, Mer Rouge. Thirty-Nine MRA officers participated in this training. The resource person was Professor Ved Prakash Torul, Consultant in Employment Law and Industrial Relations.

Prof Torul underlined the existence two types of conflicts, namely functional and dysfunctional conflicts. *“Issues crop up because of twisted information which needs to be addressed through effective communication strategies to ensure the smooth functioning of an organisation. Conflicts can thus either be resolved or managed effectively at work”*, he said. He also laid emphasis on reflective listening and the importance of having a positive attitude and a strong character in the workplace environment so as to be able to better manage conflicts. He appealed to Heads of the Departments to promote healthy relationships among the team members in view of boosting up productivity.

Mr. Dhoojanaden Maunikum, the Director of Human Resources and Training Department at the MRA explained that *“conflict is inevitable in the everyday landscape especially for most team leaders and managers. However, we must learn how to manage and accept conflict.”*

The MRA looks forward to conduct more Comprehensive Trainings around the theme with a view to constantly improve the skills of its personnel.