

Abstract

The objectives of this study were to: (i) determine the mostly applied conflict management styles; (ii) to assess the level of work performance; (iii) distinguish the difference in the application of conflict management styles between male and female academic staff; (iv) correlate conflict management styles and the level of work performance of the academic staff. The descriptive comparative and descriptive correlation designs were employed. Data were collected using two sets of questionnaires then analyzed using descriptive analysis, t- test, Pearson's linear correlation coefficient and multiple linear regression analysis. Results revealed that compromising, collaborating and accommodating were the mostly applied conflict management styles; the level of work performance was rated good; the female staff differed with the male staff in applying conflict management styles and there was a significant correlation between conflict management styles and level of work performance. It was recommended that the institutions understudy conduct an extensive awareness of staff on the application of the what, when, why and with whom of conflict management styles.