

## **Abstract**

# **The Impact of Conflict Management Styles and Organizational Agility on Innovation Performance in The Jordanian Telecommunication Sector**

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The aim of this study was to conceptualize a model predicting the effect of conflict management styles, organizational agility on innovation performance. Further, it attempted to investigate the mediating role of organizational agility between integrating conflict management style and compromising conflict management style on innovation performance.

The proposed theoretical model was tested in the Jordanian telecommunication companies namely: Zain, Orange and Umniah. A total of 460 completed questionnaires were used. SPSS software and structural equation modeling software (AMOS) were used to analyzing data and testing the proposed hypotheses.

This study confirmed the positive impact of integrating conflict management style on innovation performance, and the indirect impact of compromising conflict management style on innovation performance through organizational agility. Moreover, it revealed the mediating role of organizational agility between integrating conflict management style and compromising conflict management style and innovation performance. Furthermore, it revealed the insignificant impact of dominating conflict management style, obliging conflict management style and avoiding conflict management style on innovation performance.

**Keywords:** Conflict, Conflict Management Style, Organizational Agility, Innovation, performance.