

Quick Question-Friend

Tell me about a conflict in a relationship you had to solve. What steps did you take? What worked best?

Name: _____

Worksite Reflection

What was something that happened at work this week? (an event, a problem, an interaction, a success, etc.)

Administrative Questions

Is your phone number the same? YES NO
 Do you have active phone service? YES NO
 Is everything at work satisfactory? YES NO
 Are you getting enough hours? YES NO
 If you selected NO, explain:

	POINTS	EARNED	On time	Late
Journal	5		Date turned in:	
Scenario	5		Weeks late (points off):	
Question	5		Final Score:	
Reflection	3			
Admin	2			

How to Solve A Work Conflict

Talk with the other person.

- Ask meet in person when it's convenient.
- Arrange to meet where/when there aren't interruptions.

Focus on behavior, not on personality.

- Say "When this happens ..." instead of "When you do ..."
- Describe a specific event instead of generalizing.

Listen carefully.

- Listen, don't react to what the other person says
- Avoid interrupting the other person.
- After the other person finishes, rephrase what was said to make sure you understand it.
- Ask questions to clarify your understanding.

Identify points of agreement and disagreement.

- Summarize the areas of agreement and disagreement.
- Ask if he or she agrees with your assessment.
- Modify them until you agree on most things.

Prioritize the areas of conflict.

- Talk about the conflicts that are important to resolve.

Develop a plan to work on each conflict.

- Start with the most important conflict.
- Focus on the future.
- Set up future meetings to continue your discussions.

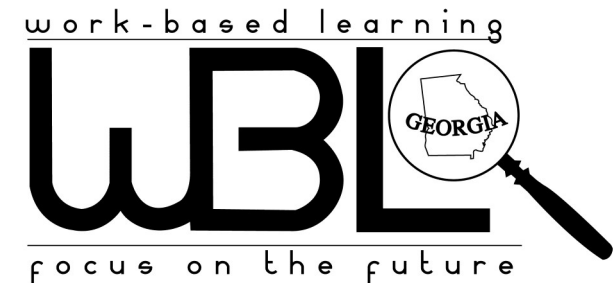
Follow through on your plan.

- Keep working until you've come to a workable agreement.
- Maintain a "let's-work-out-a-solution" attitude.

Build on your success.

- Look for opportunities to point out progress.
- Compliment insights and achievements.
- Congratulate each other when you make progress. Professionally communication really can pay off.

Conflict Resolution



Causes of Workplace Conflict

Poor Communication

Poor communication could be from a difference in communication styles or a failure to communicate altogether. Failing to communicate in the workplace may cause employees to make incorrect assumptions and believe workplace gossip. Poor communication in the workplace causes conflict and decreases productivity and morale.

Personality Clashes

Employees come from different backgrounds and experiences, which play a role in shaping their personalities. When employees fail to understand or accept the differences in each other's personalities, problems arise in the workplace.

Different Work Styles and Values

Similar to personalities, the values of employees differ within the workplace. A difference in values is seen clearly when there's a big difference in age. Young workers may possess different workplace values than older workers. The difference in values is not necessarily the cause of employee conflict in the workplace, but the failure to accept the differences is.

Unhealthy Workplace Competition

Unhealthy workplace competition is a cause of employee conflict. Some businesses encourage competitive environments more than others. When salary is tied to employee production, a workplace may have strong competition between employees. Competition that isn't properly managed can result in employees sabotaging or insulting one another, which creates a hostile work environment.

How To Manage Conflict

Big conflicts are a bunch of little conflicts added up. Addressing them one by one is an easier way to solve it.

Embrace conflict.

Don't avoid conflict or it could get worse. Deal with issues as soon as you can before problems and bad feelings become a part of your everyday work.

Remove emotions from the situation.

Emotions cause conflicts to grow out of control. Don't let drama make it worse. Instead of blaming someone, give feedback as to where things could have been different and try to give them the benefit of the doubt.

Share context to parties involved.

People are more reasonable if they get a full picture of what caused conflict. Assess what happen and try to explain it with the context of what happened.

Give the facts.

Honesty is the best policy, but you don't have to say everything that you think of. Own your mistakes. Talk about the damage and find a solution to it.

Let it go if it's solved

"I understand" is a great way to acknowledge someone, but does not mean you agree or disagree.

Be quick to forgive.

Every conflict needs a clear resolution that recognizes hurt feelings and finds a solution that fixes them.

Apologize.

Tell the other person you're sorry for any unkind words or actions -- and mean it. You'll also need to forgive the other person or it could lead to long lasting grudges.



DID YOU KNOW?

According to research by OPP and the Chartered Institute of Personnel & Development, 85% of employees have to deal with conflict at some point.

Name : _____

Journal

Describe a time when you had conflict at the workplace. What did you do to solve it? What could have been done differently to make it go more smoothly?

Worksite Scenario

Andre and Alan have a conflict over and who should mop the floors at closing. Andre feels like he does the dishes so he shouldn't have to do the floors. Alan believes because he does all the trash, he shouldn't have to do the floors. If you were the manager, how would you solve the conflict? Why?
