

MANAGING CONFLICT IN THE WORKPLACE

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About conflict in the workplace

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- Usually involves differing values, office politics, unclear responsibilities
- Triggers emotional reactions
- Can occur anywhere and with anyone
- Can have positive or negative consequences
- Will not take care of itself if left alone

Can cause organizational distress

- Low morale

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- Lower productivity
- Mistrust

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- Low morale
- Bickering and backstabbing
- Lack of open/honest communication
- Lower productivity
- Mistrust
- Absenteeism and turnover

Can be a positive experience

- Exposes and clarifies issues/problems

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- Provides opportunity for collaborative solutions

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- Provides opportunity for collaborative solutions
- Promotes sharing of information
- Strengthens team building
- Improves work environment

CASE STUDY

Three management Choices

- **Resist**

Three management Choices

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- **Retreat**

Three management Choices

- **Resist**
- **Retreat**
- **Resolve**

**Is it ever appropriate to resist
or retreat?**

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- When it would help to clear the air

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- When time is needed to gather additional information

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- **TEMPORARILY AND RARELY**

Strategies for resolving conflicts

- **Recognize diversity of workers**

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- **Employ appropriate tools**

Recognize diversity of workers

- Race, culture, gender, age, religious...differences

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- Baby boomers

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- Generation X
- Generation Y
- Generation 1.5

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- Generation Y
- Generation 1.5
- Thumbs people

Values that may lead to conflict

- **Family/job responsibilities**

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- **Promotion/popularity**

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- **Autonomy/collaboration**

Hot buttons that may lead to conflict

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- Need to be in control
- Other_____

Universal personal needs

- Valued

Universal personal needs

- Valued
- Understood

Universal personal needs

- Valued
- Understood
- Involved

Universal personal needs

- Valued
- Understood
- Involved
- Trusted

Universal personal needs

- Valued
- Understood
- Involved
- Trusted
- Supported

Tools for defusing conflict

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- Do not relinquish your leadership role

Final words of wisdom

- **PRACTICE WON'T MAKE YOU PERFECT BUT IT WILL MAKE YOU BETTER.**

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- **PRACTICE WON'T MAKE YOU PERFECT BUT IT WILL MAKE YOU BETTER.**
- **BLESSED ARE THOSE WHO ARE FLEXIBLE FOR THEY WON'T BE BENT OUT OF SHAPE.**