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Center
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Let's Talk About
Workplace Conflict

85% of employees report experiencing some type of workplace conflict

49% of people see personality clashes and warring egos as the most frequent cause of workplace conflict

20% of employees reported leaving their jobs as a result of workplace conflict.

Ignoring conflict leads to...

✓ **Sickness or absence from work**

✓ **Project failure**

✓ **Unnecessary job loss**

✓ **Resentment & disengagement**

How do YOU talk it out?
Know your conflict management style

Collaborating
"Tell me your opinion; I want us both to be happy"

Directing
"We're doing it this way."

Avoiding
"Let's not make a big deal out of this."

Compromising
"I'll meet you halfway."

Harmonizing
"Whatever you want is fine with me."

Conflict Resolution Tips

▶ Don't ignore interpersonal conflicts! Hoping they will go away won't **MAKE** them go away.

▶ Schedule time to understand and resolve the conflict. Meet individually with each person involved, or bring the to or more together.

▶ Ground your conversation with Active Listening. Listen to **UNDERSTAND** (versus listening to respond).
   After each person speaks, reply by saying, "I want to make sure I understand. You are feeling _____ about _____ because _____."

▶ Invite the conflicted colleagues to check their assumptions:
   What are you assuming here? How do you know that is the case?

▶ Explore **BEST** and **WORST** case scenarios:
   • What's the best possible outcome—from your perspective—to this conflict?
   • What's the worst possible outcome?

▶ Explore compromise positions:
   • What are possible outcomes or solutions that reflect a compromise?

▶ Ask the conflicted parties to make a verbal commitment to act.
   "I agree that I'll invite you to every meeting on that project. I don't want you to feel intentionally excluded."

   "I agree I'll follow-up your requests for help by letting you know when I'll be able to deliver what you need. I don't want you to feel that I'm being passive aggressive or uncooperative when you don't get a response from me."

▶ Schedule a follow-up meeting to check in and evaluate how the changes are working.