

Managing Conflict Situations at Work

Some kind of conflict is always going to occur:

- Marriage/partnership
- Friendship
- Work relationships
- Public

Conflict is a NORMAL part of human relationships.

Mismanagement of conflict can damage relationship beyond repair.

Tips to Managing Conflict:

1. Remember when 2 people look at the same things they see 2 different realities.
2. Get the facts.
 - Try to get all of the facts – you must thoroughly understand the situation.
 - Ask questions of each party involved.
 - Ask these questions when all parties are present (this will likely keep the story true)
 - When someone leaves out some facts the other person will supply them.
3. Use active listening/reflective listening.
 - Try to understand how each person understands the situation.
 - o “statements like:
 - “I follow you”
 - “Help me understand”
 - “ I see what you’re saying”

- Maintain an OPEN mind – even if you don't particularly like the other person.
 - Repeat back some of what the person says so they know you are “getting” it.
 - Avoid expressing agreement or disagreement with either side.
 - This technique lessens defensiveness.
 - Even if the other person is angry or rude – DON'T you be.

- 4. Refrain from interrupting the speaker, changing the subject or making up your mind before listening to all involved parties.
 - Avoid defensive posturing, name calling, sarcasm, blaming and inflexibility.

- 5. Define the real problems through discussion (talking it out).
 - Everyone needs to agree on the problem.
 - What's really behind things?
 - Embarrassment
 - Frustration
 - Anger
 - Shame
 - Confusion
 - Brainstorm possible solutions with all parties involved.
 - Mutually agree on possible solutions.
 - Try out the solution – keep an open mind.
 - Not all solutions that LOOK good really work.
 - Try and Try again!

Managing Conflict Situations at Work- Worksheet

Kinds of People Conflict:

- 1.
- 2.
- 3.
- 4.

Tips to Managing Conflict:

1. No 2 people look at situations the same way:

2. Get the facts:

3. Use Active Listening/Reflective listening- What is THIS?

4. Don't interrupt:

5. Talk it out – try and understand the other person.
 - What's really behind things?
 - Embarrassment
 - Frustration
 - Anger
 - Shame
 - Confusion

Ticket Part 1

Welcomed Rehab group this morning. Spend a few minutes touching base with everyone and determining satisfaction with their work progress. Began to discuss “people” problems at work which result in work place conflict. Conflict management tips/steps discussed and processed:

- Different perspectives
- Obtaining facts

Individual Note:

Client participated actively in group discussion and was able to offer suggestions and own perspective to peers. Defensiveness low. Interest in learning more high.

Plan:

- Continue working on positive and effective relationship skills which enhance job performance.
- Continue positive support for sobriety and personal problem solving.

Ticket Part 2

Welcomed Rehab group this morning. Spend a few minutes touching base with everyone and determining satisfaction with their work progress. Began to discuss “people” problems at work which result in work place conflict. Conflict management tips/steps discussed and processed:

- Talk it out and try and understand the other person
- Define real problems through discussion
- Brainstorm conflict resolving strategies

Individual Note:

Client participated actively in group discussion and was able to offer suggestions and own perspective to peers. Defensiveness low. Interest in learning more high.

Plan:

- Continue working on positive and effective relationship skills which enhance job performance.
- Continue positive support for sobriety and personal problem solving.