Conflict Resolution Skills

Workplace Conflict

Conflict in the workplace typically involves differences of opinion, style, or approach that are not easily resolved. These can lead to hurt feelings and altercations among employees.

Conflict may occur between co-workers, or between supervisors and subordinates, or between service providers and their clients or customers. Conflict can also occur between groups, such as management and labor, or between whole departments.

Some conflicts are essentially arbitrary, meaning it doesn’t matter who “wins,” only that the problem is resolved so everyone can get back to work.

But some conflicts reflect real disagreements about how an organization should function. If the winner of the conflict happens to be wrong, the organization as a whole could suffer. Some conflicts involve [bullying or harassment](https://www.thebalance.com/how-to-handle-harassment-at-work-2060887) of some kind, in which case a fair resolution must involve attention to justice.

And if one party out-ranks the other, the power disparity could complicate resolution even if everybody concerned means well.

The Conflict Resolution Processes

The resolution of conflicts in the workplace typically involves some or all of the following processes:

1. Recognition by the parties involved that a problem exists.

2. Agreement to address the issue and find some resolution.

3. An effort to understand the perspective and concerns of the opposing individual or group.

4. Identifying changes in attitude, behavior, and approaches to work by both sides that will lessen negative feelings.

5. Recognizing triggers to episodes of conflict.

6. Interventions by third parties such as Human Resources representatives or higher level managers to mediate.

7. Willingness by one or both parties to compromise.

8. Agreement on a plan to address differences.

9. Monitoring the impact of any agreements for change.

10. Disciplining or terminating employees who resist efforts to defuse conflicts.

Team Management

**Team management** is the ability of an individual or an organization to administer and coordinate a group of individuals to perform a task. Team management involves teamwork, communication, objective setting and performance appraisals. Moreover, team management is the capability to identify problems and resolve conflicts within a team. There are various methods and leadership styles a team manager can take to increase personnel productivity and build an effective team

Skills that you’ll need to thrive as a manager

## 1. Vision

Where is your company going? What about your team? How do you harmonize the team with the company’s goals? Leaders often have the best intentions, but they get caught up in day-to-day management, putting out fires instead of working to unite their people under a shared vision.

Lack of direction leaves team members feeling confused about purpose. They know they’re working hard, but it’s difficult for them to see their impact. They don’t know which initiatives to prioritize. As a leader, you not only need a clear vision, but you also need to communicate it well.

## 2. Effective Communication

Communication is a dirty word. It gets thrown around by people who are unsure of what it really means. At its core, communication is about expressing yourself so that the things you think and the things you say are closely aligned. Communication is the keystone of effective leadership. You need to communicate:

* Priorities
* Long term goals
* Gratitude
* Strategy and executional information

## 3. Organization

When we think about being organized, we envision a clean workspace and color-coded post it notes, but organization extends to executional items such as project timelines. Organization is easy for some, impossible for others. Thankfully, there are tools available to help all of us–Gannt charts, excel spreadsheets, project management software (such as Trello and Teamwork) are just a few options.

## 4. Functional Skills

It’s hard to respect management who can’t get stuff done. Someone who can’t “do” is problematic– it’s like having a ship captain who never learned how to sail. If a leader doesn’t have the skillset to understand the industry, and the ability to make things happen, they’re probably not a great leader. This doesn’t mean that leaders need to be knee deep in the nitty-gritty– instead, they need to effectively delegate and create timelines to ensure that goals are met on time and with quality results.

## 5. Confidence

You’re the boss, so you can’t let yourself get used by your staff. Confidence is not just a trait– it’s also a practiced skill. Confidence comes from knowing yourself well. If you understand your strengths, you can leverage them for success. You can be transparent with your team when it comes to your weaknesses, asking for help so you can move along.

Leadership Qualities

Leadership is the action of leading a group of people or an organization, or the ability to do this.

Some of the leadership qualities are.

1. Be confident

More than half of human communication comes from non-verbal cues. Know how to set the right tone as a leader by letting your confidence show. Confident leaders win over their followers because everyone else wants to embody confidence too. Practice strong non-verbal communication by standing tall, making eye contact and learning to control your fidgeting.

2. Focus

Amazing leaders keep their eyes on the prize. They are very organized and plan well ahead while still remaining spontaneous enough to handle unexpected challenges. Like a grand master in a chess game, a leader thinks out each strategy and understands how each of his or her actions will affect the rest of any given scenario. Don’t lose sight of your end game by cultivating your ability to focus.

3. Be honest

Many people believe that successful business and political leaders are inherently dishonest, but the strongest leaders treat others just as they expect to be treated. The truth is that every single one of your followers looks to your own honesty and code of ethics to set his or her own bar. Make sure each member of your team or household knows what your culture and core expectations are, and show them how much you value honesty in your everyday interactions with others.

4. Positivity

Leaders have abundant positivity that energizes everyone around them. Choose positive beliefs that will propel you forward, not negative thinking that will weigh you down. When you practice positive thinking it becomes your powerful cognitive habit and allows you to reassure and motivate those around you.

5. Be decisive

Every single person in a leadership role of any kind has to make difficult decisions. The ability to be decisive can mean the difference between getting through tough times and folding under pressure. Making these kinds of calls doesn’t always make you will be well-loved, but when you use good judgment to make decisions, it will earn you the respect of others.

6. Inspire

One of the secrets to wild success is honing your leadership vision and communicating it to others. Inspiration is what pushes people to plow through difficult times — and to work on achieving their goals even when times are simple and undemanding. You define yourself with your identity, or in business, your brand. Refocus and sharpen your identity often so you will inspire those on your team.