

How do you handle conflict on the job?

Conflicts in the workplace are bound to happen so you just have to know what and what not to do to ease the conflict and come up with a resolution. Not only will you need to know this on the job but you will also need to know this for interviews. When dealing with conflict on the job you have to be careful about how you choose to resolve the conflict because one bad thing that you do could potentially escalate the situation. Conflicts in the workplace can be serious and can greatly cut into productivity and revenue if they aren't handled correctly. Casual remarks about how you would meet them in the parking lot to sort it out' or glib comments about ignoring the individual do nothing to highlight your ability to work with difficult or different personalities. Discuss the issue with maturity and calm- rather than making a joke of the situation. Address the conflict head on even if you were part of the problem. Surprisingly enough- conflicts in the workplace can have very satisfying results if they are handled correctly While the situation started out negative don't dwell on the bad parts when relaying the story Focus on the positive



outcome and the good steps you took to get to the end.

Conflicts in the workplace can happen two ways. It can happen between you and customer or with you and another employee. For right now let's focus on handling a conflict with a customer. Resolving conflicts and customer complaints is challenging because if you slip up and say something that you're not supposed to say it can negatively impact customer retention, loyalty and brand awareness. You don't want to upset the customer even more as it is bad for business so you have to remain professional at all times to resolve the conflict. Once you're aware that your client is unhappy then your first priority is to put yourself into a customer service mindset. This means that you set aside any feelings you might have that the situation isn't your fault, or that your client has made a mistake, or that he or she is giving you unfair criticism. All that matters is that you realize that your customer or client is upset, and that it's up to you to solve the problem. Adjust your mindset so that you're giving 100 percent of your focus to your client, and to the current situation. With that in mind when dealing with an upset customer you always want to show that you care by using empathy statements to show you understand the customer's feelings or frustrations. Once that you show that you care you need to use a neutral tone when you are addressing the customer which means don't laugh smile or mock at the customer. Once you address the customer you need to present the proper solution and take action and follow up on it. If you follow these steps then you can easily resolve any conflict with a customer. Overall, Dealing with difficult customers can be challenging. But if you handle the situation well, you may even be able to improve your relationship, and create further opportunities.

At some point in your career, you're going to end up in a conflict with a colleague. Knowing how to be professional and mature about it is the hard part but once you open up and discuss the conflict with the employee you are feuding with it is the easy part. If trouble has been brewing between you and a coworker for a while, don't wait until you both feel completely hostile towards one another. Addressing the issue early will prevent it from snowballing into an even bigger problem especially if the problem actually turns out to be a misunderstanding or a relatively small issue. Once you address the situation you need to sit down and actually talk to them face to face. It may be tempting to solve things via email, especially if the idea of conflict makes you cringe. But trying to resolve a disagreement in that manner is inefficient and can potentially make the situation worse it's really easy to misunderstand someone's thoughts when they're not accompanied by things like a tone of voice or facial expressions. And this is especially true when both parties are feeling defensive. So suck it up, and talk in person sometimes, this gesture alone is enough to defuse things. Once you and colleague actually sit down and talk it is always best to keep an open mind and listen because that is the way to resolve the conflict.

