210: Understand how to communicate with others within building services engineering  
**Handout 10: Conflict resolution**

**Learning outcome**

The learner will:

1. know how to communicate with others in the building services industry.

**Assessment criteria**

The learner can:

3.3 state the actions to take to deal with conflicts between:

* customers and operatives
* co-workers
* supervisors and operatives

3.4 state the effects that poor communication may have on an organisation:

* between operatives
* between operatives and management
* company to customer.

**Conflict resolution**

When people work together, there will be occasions when they disagree. Whether these develop into full-blown feuds depends on the person in charge. The causes can be many and varied but the list below indicates some typical causes:

|  |  |
| --- | --- |
| * unfair working conditions * pay * language/behaviour * culture.   Deal quickly and effectively with these issues, as they can affect morale, motivation, productivity, and cause stress and accidents. | 01 Mocking Bird Argument |

Conflicts can occur between a range of parties, with each possibly requiring a different approach to resolve, as detailed below:

* **employer and employee** – may need union involvement or mediation
* **employee and employee** – may need employer intervention
* **customer and employer** – may need intervention by a professional body
* **customer and employee** – may need employer intervention.

**Impact of poor communication**

Poor communication within your company can be very harmful to your business and the individual, resulting in a great deal of negativity within the company:

* mistrust of management
* arguments with and rejection of management input
* grievances
* avoidance of fellow personnel and management
* no responsibility taken for actions.

In the workplace this can disrupt the organisation and productivity, leaving staff stressed and resulting in:

* frustration
* material wastage
* people feeling left out
* misinterpreted/misunderstood instructions
* safety put at risk.

Poor communication between your company and the customer can result in a number of issues, including:

* loss of goodwill
* company/client disputes
* loss of business
* non-payment for work done.