



# MANAGING CONFLICTS AT WORK

Conflicts can be beneficial if we learn to manage them healthily.

Healthy conflicts can enhance discussions, improve productivity and foster healthy work relationships, creating a better work environment for all.

## 4 STEPS TO MANAGE CONFLICTS HEALTHILY

### 1 KEEP CALM

Calmly express your point of view. This can reduce hostility and enhance communication.

### 2 BE RECEPTIVE

Be open to differing opinions and ideas. Let everyone express their point of view.

### 3 LISTEN ACTIVELY

Be attentive and empathetic when listening to understand others' point of view.

### 4 REDIRECT THE FOCUS

Focus on the task instead of the conflict to make your discussions productive.