

# Conflict Resolution in the Workplace

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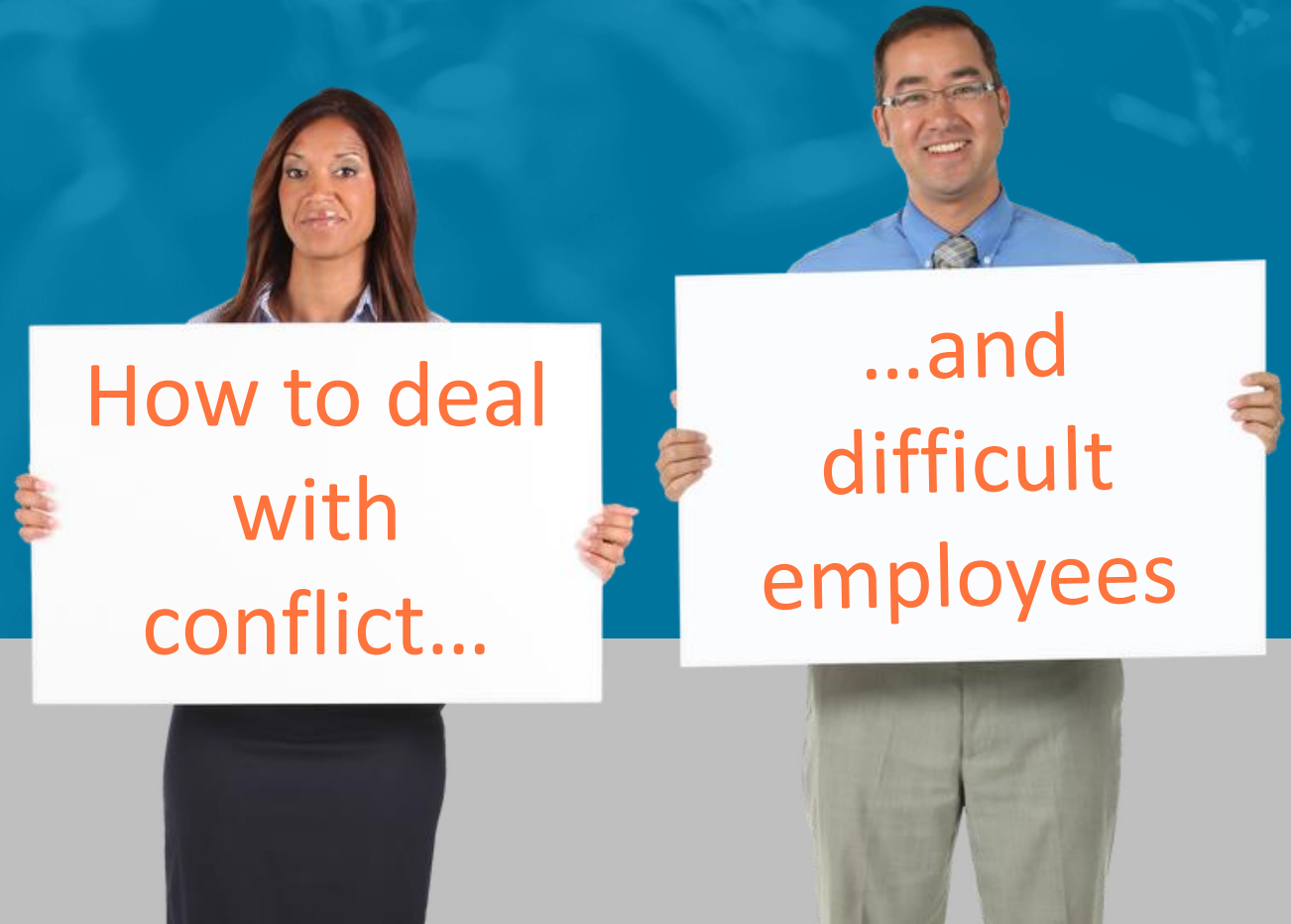
HRMT101 Human Relations Communication

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Welcome to...

# Conflict Resolution Training

Welcome managers and supervisors to the Conflict Resolution training. This training will offer ideas and techniques to deal with workplace conflict as well as difficult employees.



# CONFLICT RESOLUTION

## What is Conflict Resolution?

Conflict resolution is a skill that managers and supervisors will use throughout their career. Workplace conflict is inevitable but can be resolved easily and enthusiastically.

Conflicts can arise by competitive tensions, power struggles, ego, pride, jealousy, differing positions, miscommunications or personality friction, but we are here to help.

(Myatt, 2012)





Each  
person is  
different  
and  
complex.

**What are the triggers and factors that contribute to workplace conflict?**

A diverse team is highly desirable, but it comes with diverse thinking. Age, sex, politics, culture, personality, and education are also contributors that cause friction or conflict in a workplace.

(McCullough, 2018).

# How conflict effects the workplace.

## Absenteeism

1

**Neither party wants to come to work.**

Employees will use their vacation and sick time to avoid the other person or situation.

## Work Dissatisfaction

2

**Frustration creates a dislike for their job.**

Employee conflicts creates work dissatisfaction for themselves and others. This occurs when an employee no longer enjoys their job or workplace.



## Time Wasted

3

**Conflict takes attention away from focus and goals.**

Conflict among others creates gossip which interferes with the employees' attention.

## Low Productivity

4

**Lack of enthusiasm and attention reduces productivity.**

Conflict in the workplace diminishes enthusiasm, positivity, and energy which is needed for high productivity.

(Lytle, 2015).

## How conflict effects the workplace (cont.).

# 5

Hurts Company's  
Reputation

**Negative opinions of the workplace can impact the whole company's reputation**

workplace conflicts create disgruntled employees and unsatisfied customers. These people use gossip and social media to tarnish a company's reputation which in the long run ruins income and profit.



# 6

Money Wasted

**Unresolved conflicts results in costs to the company.**

Unresolved conflicts within a company results in legal fees, exhausted resources such as researchers, admin staff, and executives.

(Mayhew, 2018)



# Tips before resolving conflicts.

**Schedule a meeting to address the issue in a neutral place**

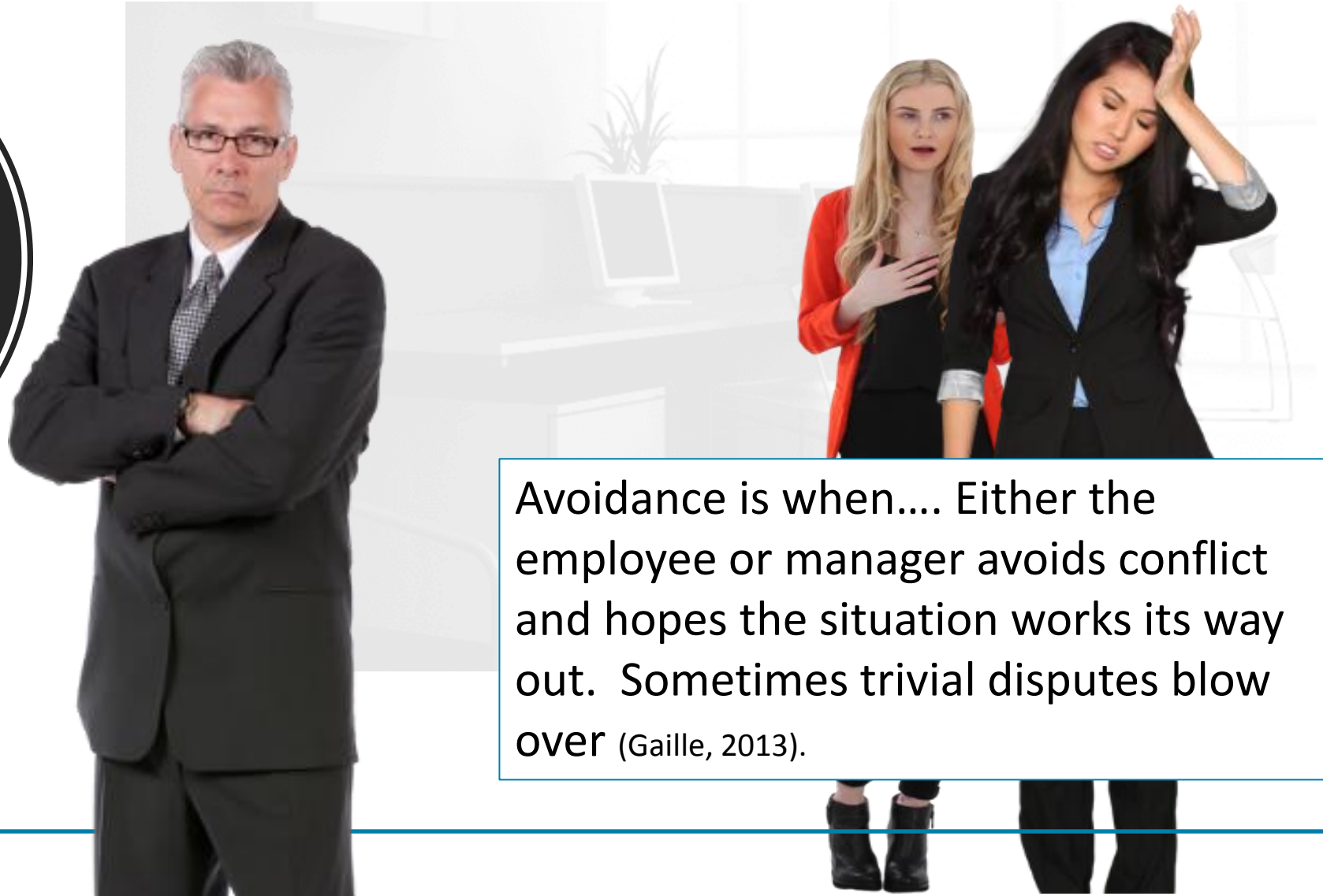
- ☐ Establish ground rules that include speaking with respect and listening.
- ☐ Allow them to state their case by using words like “I” instead of “you”.
- ☐ Have the participants reiterate what the other said.
- ☐ Summarize for clarification and solidifying concerns from both parties.
- ☐ Keep an open mind to dismiss options the participants think are unworkable.
- ☐ Create homework for the participants. Ask them to analyze each option independently.
- ☐ Summarize workable solutions and discuss options for solutions
- ☐ Come to a consensus on the next plan of action.
- ☐ Close meeting with handshakes, apologies, and thanks for their participation in resolving the workplace conflict.

(Lytle, 2015)



# Conflict Resolution Techniques:

## Avoidance



Avoidance is when.... Either the employee or manager avoids conflict and hopes the situation works its way out. Sometimes trivial disputes blow over (Gaille, 2013).





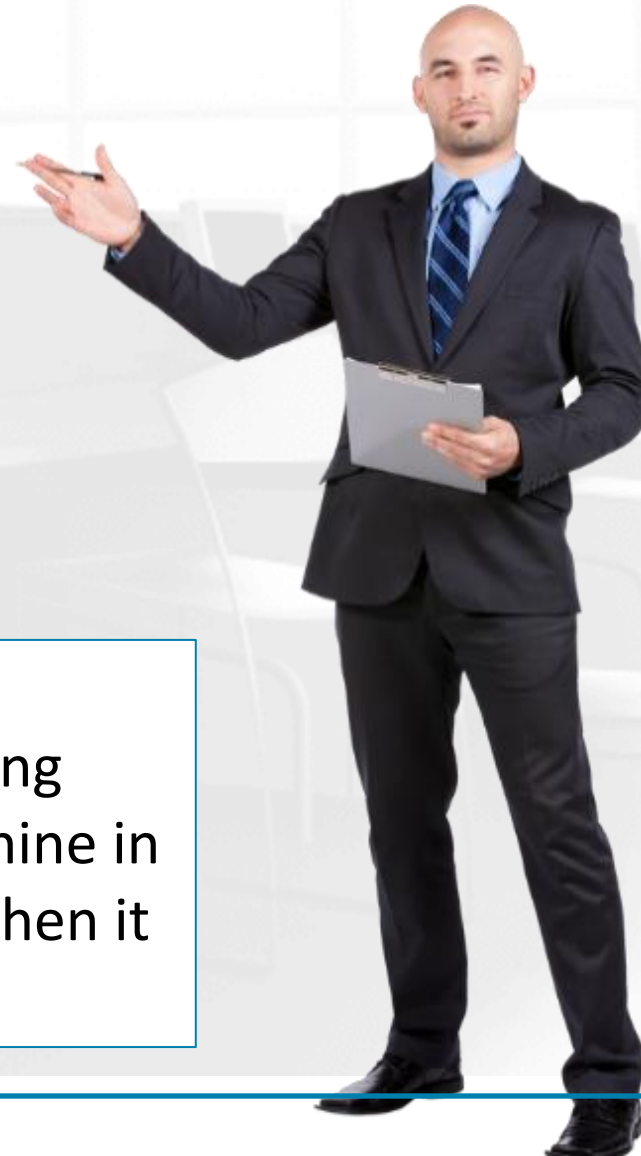
Compromise is used when.... There are strong opinions and validity to their ideas, but not one idea suits the objective. Combining both ideas satisfies both parties by meeting in the middle (Gaille, 2013).

Compromise

# Collaboration



Collaboration is a win/win technique used find the root cause of the conflict by the parties involved. The joint effort collaborates ideas, problem solving styles, and perspectives (Gaille, 2013).

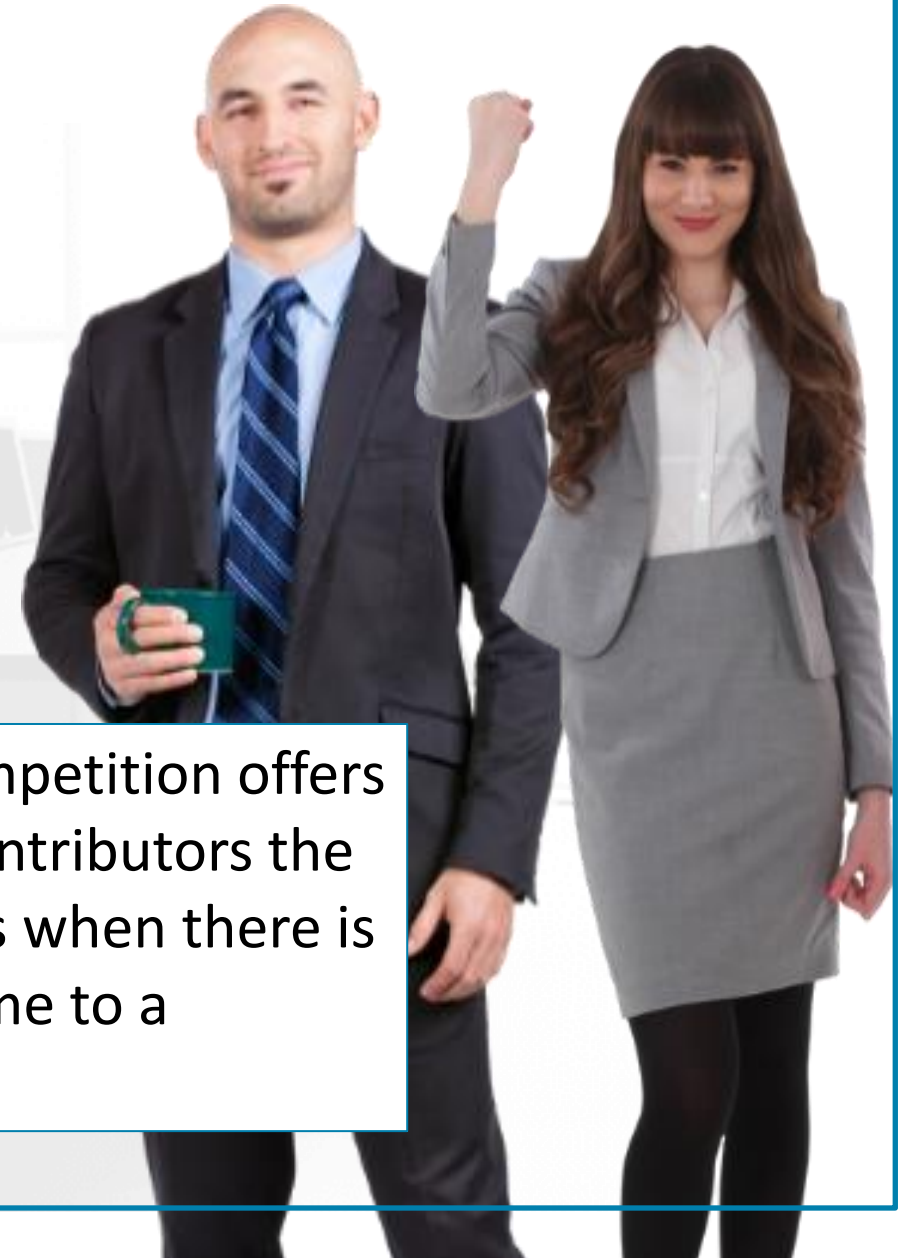


## Accommodation

Accommodation is used when....  
Relationships are valued by stepping back to allow another person to shine in hopes they would be fair to you when it is your turn (Gaille, 2013).

## Competitor

Conflict resolution through competition offers strong passionate individual contributors the opportunity to drive their ideas when there is indecisiveness or unable to come to a compromise (Gaille, 2013).



# Sometimes conflicts are caused by difficult employees

*Here are some helpful tips to deal with difficult employees*

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- **Listen** – There might be an underlying cause for their performance and attitude.
- **Give clear behavioral feedback** – This lowers the person's defensiveness and provides specific information with no misinterpretation. Review company policies and processes by explaining that these are company expectations.
- **Document** – Document everything. This provides history of coaching as well as conflicts.
- **Be consistent** – Set expectations and keep everyone accountable to those expectations.
- **Keep it professional** – Keep from negative talk and opinions about the employee.
- **Set consequences** – Stating specific consequences if expectations are not met provides clear warnings to the employees so there are no surprises or misunderstandings.
- **Professional courage** – Have the courage to release the employee if there is no improvement or have the courage to reward and praise the employee for their change.

(Anderson, 2013)



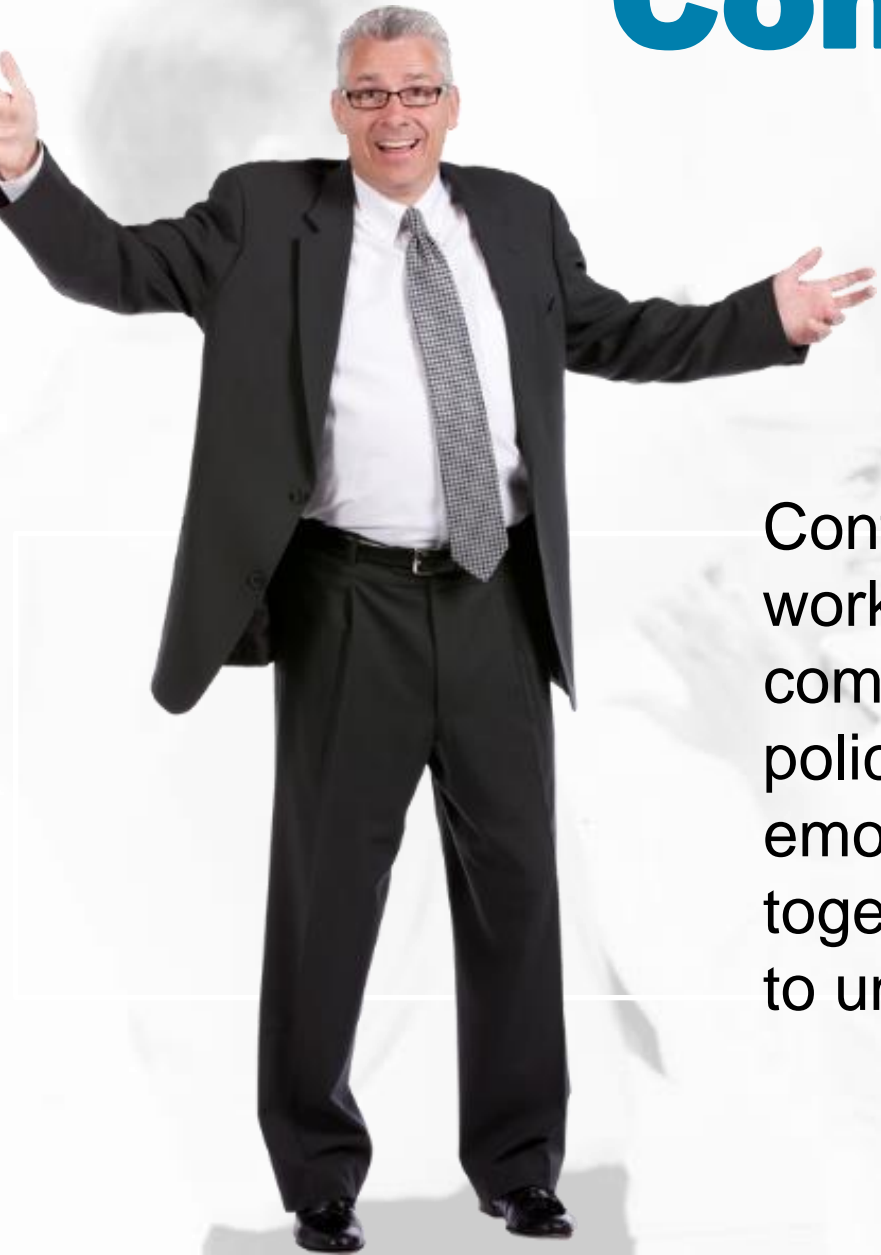


# Conflict Can Add Value

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Conflict creates conversation of what works and what doesn't. It helps companies create new tools and policies. It brings positive unified emotions as they work through issues together. It helps us drive employees to unlock their hidden potentials

(Rao, 2017).





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