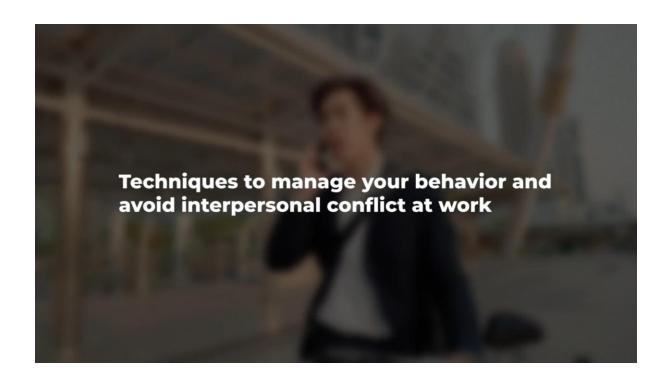
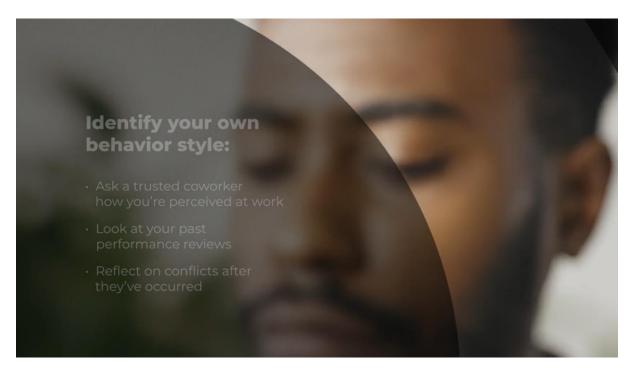
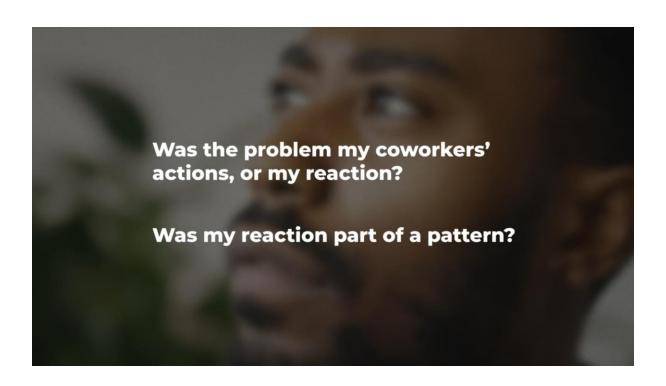
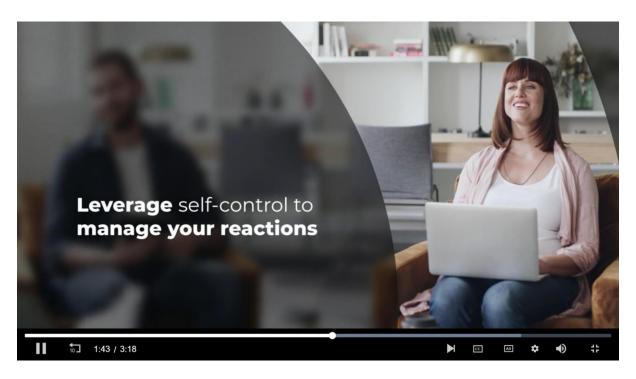


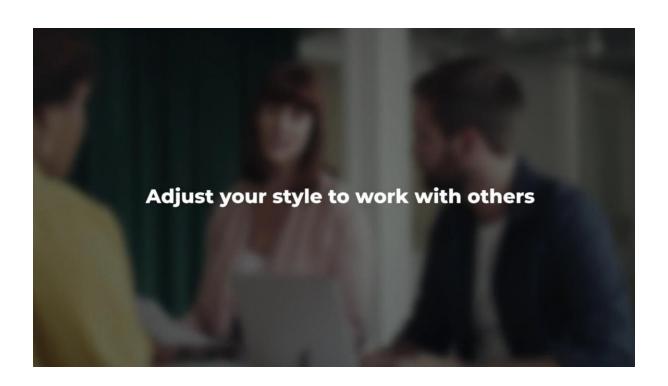
Managing Yourself to Avoid Interpersonal Conflict skillsoft*

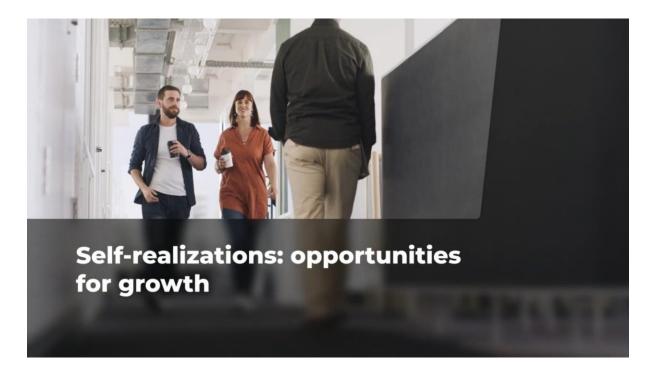


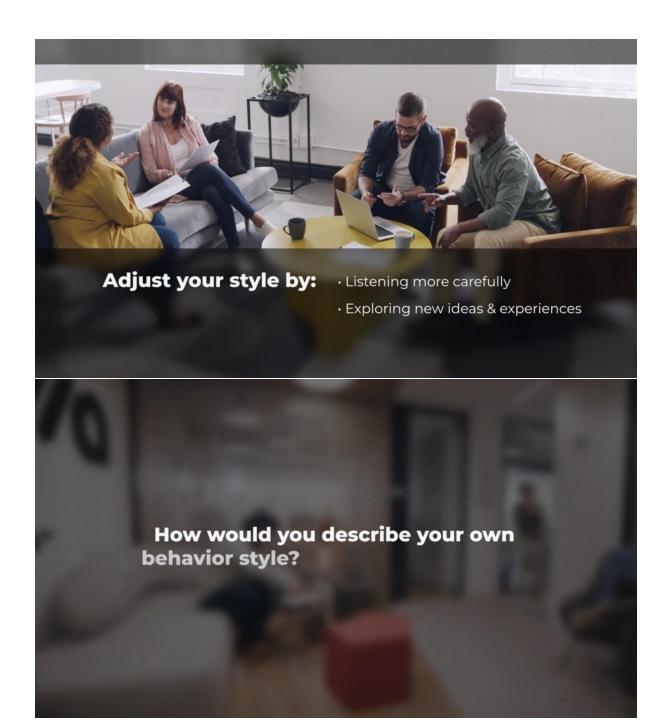






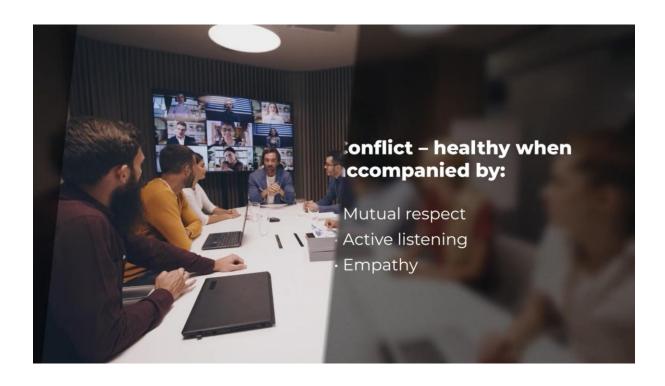


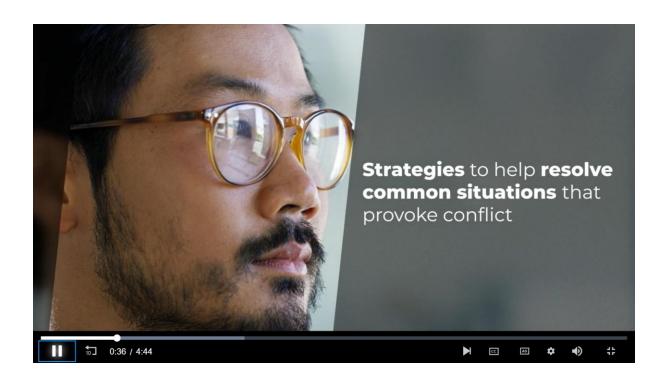


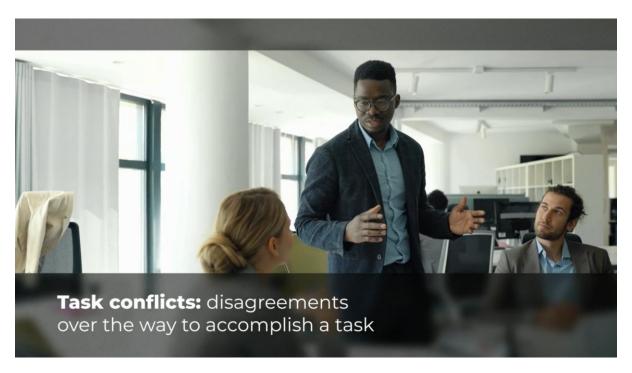


Overcoming Situations That Provoke Conflict at Work

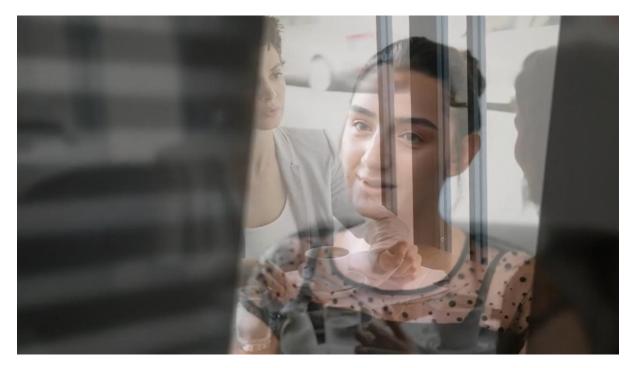
skillsoft.





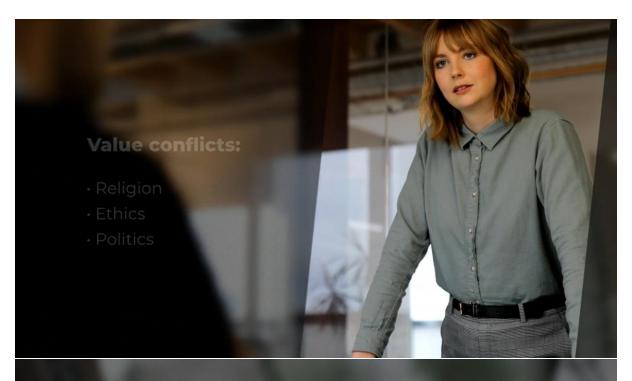








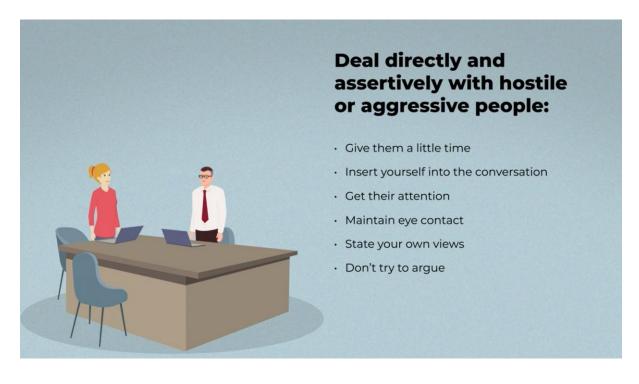


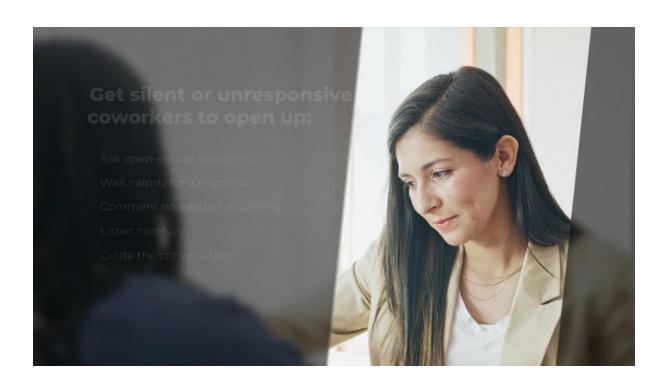


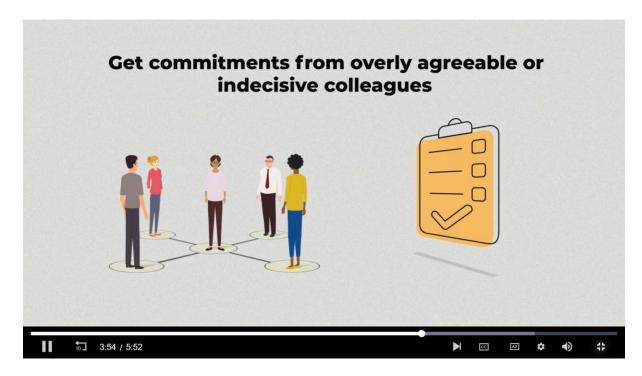


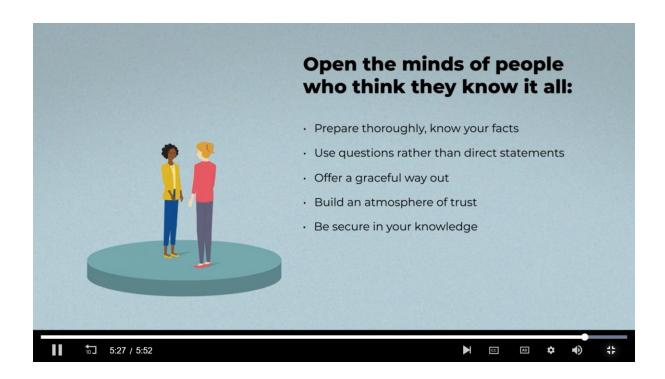
Resolve work environment conflicts by fostering an environment where all voices are heard











Job Aid: Approaches to Work Effectively with Different Personality Types

Trying to navigate personality conflicts in the workplace can negatively impact you and your work, but it doesn't have to. To maintain productivity and keep your stress levels low, it helps to learn to work effectively with different personality types.

terms and explanations	
Personality type	Approaches

Hostile or aggressive people

Deal directly and assertively:

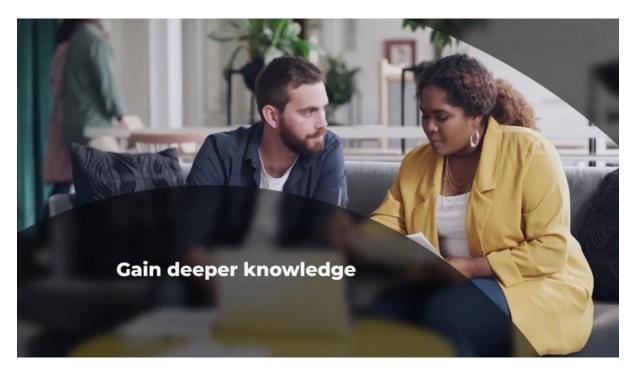
- give them a little time to release their strongest emotions
- insert yourself into the conversation

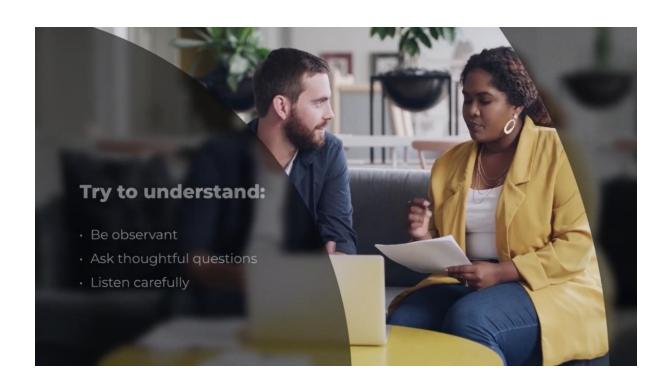
terms and explanations

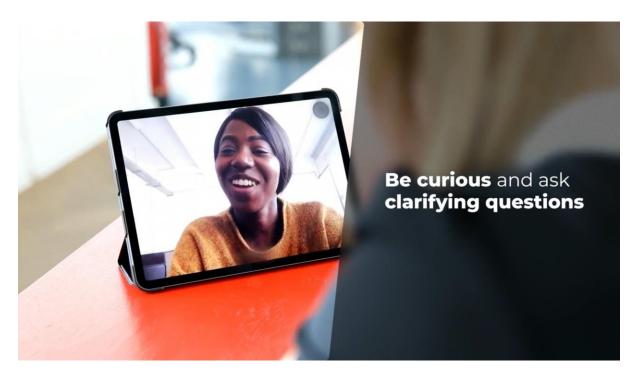
Personality type	Approaches
	get their attention
	 maintain eye contact
	• state your own views without trying to argue
Complainers or overly negative people	Form a problem-solving alliance:
	 listen attentively
	 acknowledge what they're saying but avoid
	agreeing
	• try to move them into problem-solving mode
Silent or unresponsive people	Get them to open up:
	 ask open-ended questions
	 wait calmly for a response
	 if they begin talking, listen carefully
	 if they don't begin talking, try again later or
	consider how to proceed in the absence of
	their input
Overly agreeable or indecisive people	Get commitments you can count on:
	 work hard to discover the reasons your
	colleagues can't or won't take action
	 make them feel valued and seen
	 work together to set a reasonable deadline
People who think they know it all	Open their minds to new information and ideas:
	 prepare very thoroughly before meetings
	 use questions rather than direct statements to
	point out inaccuracies
	offer them a graceful way out if they demonstrate a leak of knowledge.
	demonstrate a lack of knowledgebuild an atmosphere of trust
	 build all atmosphere of trust be secure in your knowledge and find non-
	be seedre in your knowledge and find non-

combative ways to offer that knowledge

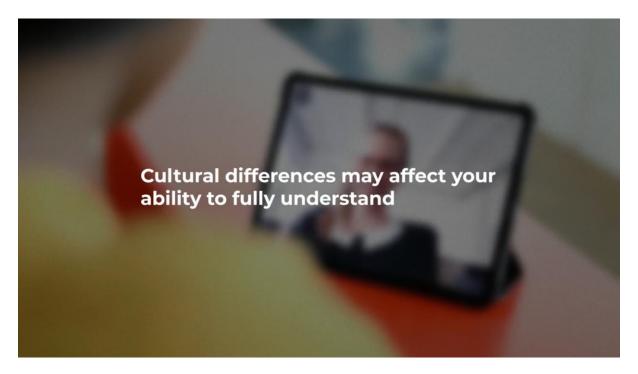


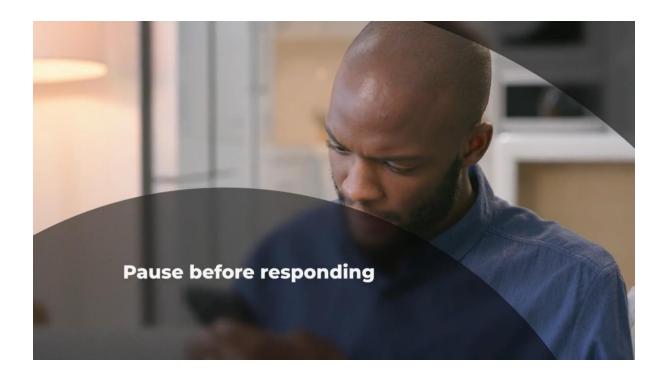


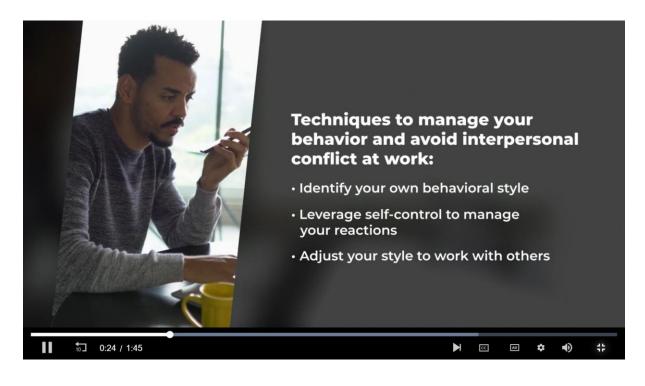














Identify strategies to help resolve common situations that provoke conflict at work:

- Brainstorming collaboratively
- Demonstrating empathy, curiosity, and interest
- Fostering an environment where all voices are heard
- Remaining objective and focusing on behaviors

Recognize approaches to work effectively with different personality types: Deal directly and assertively with hostile people Form alliances with complainers Get silent coworkers to open up Get commitments from overly agreeable colleagues Open the minds of people who think they know it all

