HOW DO YOU HANDLE
CONFLICT BETWEEN TEAM
MEMBERS?

THIS IS WHAT I WILL COVER

- ✓ **Why the interviewer is asking you this question.**
- ✓ 3 IMPORTANT TIPS for answering this tough interview question.
- ✓ **2 BRILLIANT ANSWERS you can use in your job interview!**

HOW THIS INTERVIEW QUESTON IS ASKED

“Tell Me About A Time You Resolved Conflict In A Team?”
HOW THIS INTERVIEW QUESTON IS ASKED

Why Is The Interviewer Asking This Question?

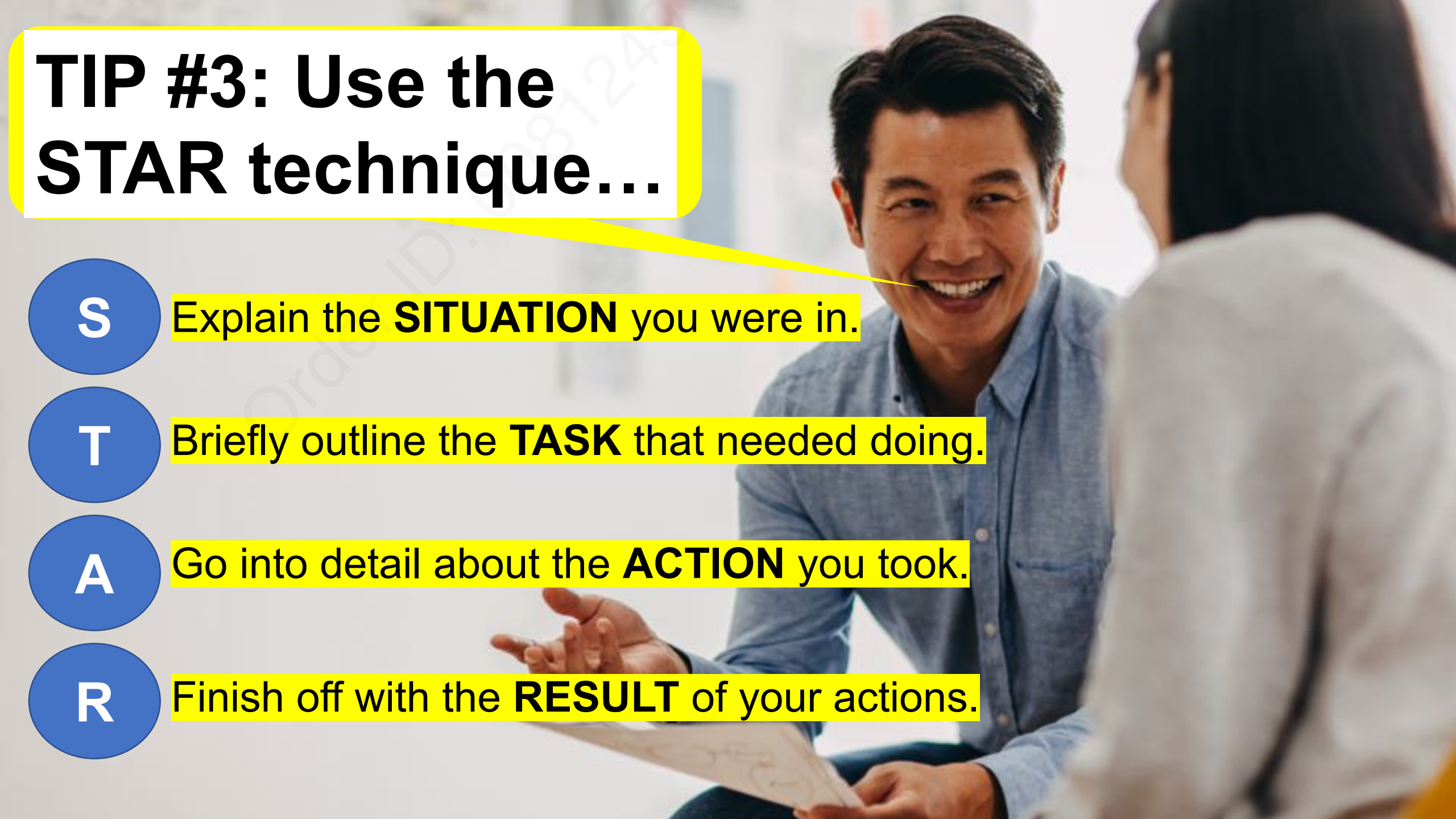
1. Handling conflict takes skill and strong communication skills.
2. The interviewer wants to see that you have the **CONFIDENCE** and the **EXPERIENCE** to handle team conflict.
“How Do You Handle Conflict Between Team Members?”

3 ESSENTIAL TIPS for answering this question with confidence

TIP #1: Say you will always tackle the conflict straight away. If you leave the conflict, it can manifest and develop into a major problem.

TIP #2. Tell the interviewer you will encourage the team members to resolve the conflict themselves, but if they don't, you will step in and do it for them!

TIP #3: Use the STAR technique…



S Explain the **SITUATION** you were in.

T Briefly outline the **TASK** that needed doing.

A Go into detail about the **ACTION** you took.

R Finish off with the **RESULT** of your actions.

Brilliant Answer #1

“How Do You Handle Conflict Between Team Members?”

Order #: 00812499

“How Do You Handle Conflict Between Team Members?”

“If conflict ever does occur, I will tackle it straight away. If you ignore conflict between team members, it not only has the potential to escalate, but it can have a negative impact on the other members of the team. I also believe it is a sign of weak management if you fail to act.

To begin with, I would let the people in my team who were experiencing the conflict know that I was aware of it, and that they would need to resolve their differences quickly.

I would then monitor the situation and if things did not improve straight away, I would take control.

I would speak to everyone concerned to establish the reasons for the conflict, before giving them clear instructions on how to resolve it. At all times whilst dealing with the conflict, I would remain impartial, I would not take sides and I would use an open and positive style of communication to reach a successful resolution.

Once the conflict was over, I would speak to all team members to reaffirm our values and to give guidance on how to work together harmoniously and collaboratively.”

Brilliant Answer #2

“Tell Me About A Time You Resolved Conflict In A Team?”

“Tell Me About A Time You Resolved Conflict In A Team?”

SITUATION: When I first started managing a previous team, I noticed two people were often speaking to each other in a negative manner. They were both long-serving members of the team, so I was surprised to hear them speaking this way.

TASK: It was my responsibility to speak to them both about the conflict, to get to the bottom of it, and to find a resolution quickly and amicably.

ACTION: I spoke to them both collectively and I asked them to explain the reasons for the conflict. They said it was simply down to the fact they had never really got on, and that they had built a dislike for one another over time.

“Tell Me About A Time You Resolved Conflict In A Team?”

I said that was a shame, and that I would have expected better from more senior members of my team. I informed them that, unless they started to get on better, I would consider moving them both from my team to another department within the company.

I then said I wanted them both to work together on an important project for me and that I would be looking to see how they performed. I then gave them a brief and a timescale for completion before sending them on their way.

RESULT: My talk clearly had a positive impact on them both because not only did they finish the project on time, they ended up working together constructively and positively from that day forward.