

Conflicts in the Workplace

Family Service of the Chautauqua Region
Your Employee Assistance Program
Provider



CONFLICTS ARE INEVITABLE

- At work
- At home



You have control over 3 things

1. **What YOU Think**
2. **What YOU Say**
3. **And how YOU Behave**

Constructive Disagreement vs. Destructive Conflict

- Constructive Disagreements:
 - Disagreement and discussion followed by agreement and decision making
- Destructive Conflict:
 - Anger, jealousy, and other strong emotions turn the focus away from problem solving and toward personal attacks
 - Can ruin relationships among workers, interfere with productivity, destroy teamwork, and contribute to employee absenteeism and turnover.

Making Conflicts Worse

- Don't Gossip or Dwell on it
- Don't be Defensive
- Don't be a Bully
- Don't Assume the Worst

Communication

- Effective communication nips many problems in the bud



Set Preconditions

Have concern for mutual gain in the future!
Forget the past or what just happened.

*In the end,
both interests are satisfied*

Problem Solving

Goal:

To Find a Mutually Acceptable Solution





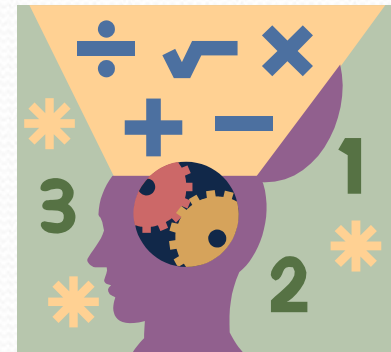
Flexibility Is Key

Be **FLEXIBLE** about solutions.

but **FIRM** about interests.

Be Creative!

- Come up with many solutions
- Satisfy mutual interests

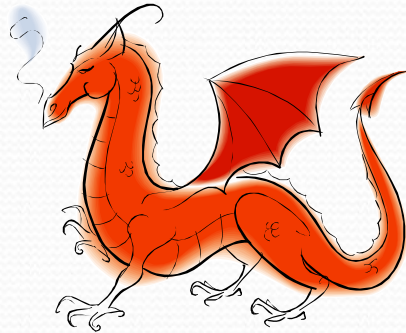


Brainstorm

- All ideas are accepted.
- All ideas should be written down
- Criticism is not allowed, verbal or nonverbal
- No rolling eyes, sarcasm or sighing
- Select the most promising ideas
- Refine ideas to make improvements

Separate Person from Problem

The Enemy is the Problem.
Not the Person.



Use Your Bargaining Chips

1. Concessions that you can give away
2. Concessions that you are willing to trade
3. Concessions that you will absolutely not concede on



Get the Other Party Involved

It takes 2 to Tango!



Keep your composure

- FOCUS on interests
- Recognize nasty tactics
- Know your hot buttons
- Pause and leave your body

Align with the other side

- Empathize
- Express concern for relationship
- Let the other party save face
- Ask questions
- Involve humor

Stand up for Yourself

- Deal with people & their responses.
- Whether they become sarcastic, indifferent, aggressive, or agitated

DON'T give into their tactics! DON'T become the bully!



Effective Communication

- Both parties should state their problem
- Each party should have a turn at talking & listening
- Both parties should stay in the present and the future, not the past



Communication Tips

- Listen actively
- Ask Questions
- Awareness of body language and tone
- Appropriate humor
- Patience

Communication Skills Will:

- Facilitate understanding
- Help you stay on track
- Increase your efficiency in arriving at solutions

How To Get Along With Co-Workers

- You may not have a choice about the people you works with, so you have to be understanding of the differences in other people
- You may not like everyone you work with, but you have to be able to work with all types of people

Prejudice



You are prejudiced toward another person when you do not like or have untrue beliefs about that person because he/she is part of a certain group.

Tolerance

Tolerance is respecting the abilities, beliefs and practices of another person



Behaviors that make it difficult for people to get along at work

- Talk a lot about their religious or political beliefs
- Have a poor attitude or an unhappy disposition
- Unwilling to help
- Poor work quality
- Absent or late a lot
- Gossip

Behaviors, cont'd

- Talk too much
- Unfriendly
- Disrespectful to supervisors or co-workers
- Telling supervisor about things people do wrong all of the time.

Working as a Team

PROS

- You get more done
- The quality of work is generally better – you make better decisions
- You can build friendships
- It can lighten your load
- You can have more fun

CONS

- You may have to work with people you don't like
- You have to give up control and share the responsibility and credit with others

Family Service of the Chautauqua Region



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