Let’s Talk About Workplace Conflict

85% of employees report experiencing some type of workplace conflict.

49% of people see personality clashes and warring egos as the most frequent cause of workplace conflict.

20% of employees reported leaving their jobs as a result of workplace conflict.

Ignoring conflict leads to...

- Sickness or absence from work
- Project failure
- Unnecessary job loss
- Resentment & disengagement

How do YOU talk it out?

Know your conflict management style

Collaborating

“Tell me your opinion; I want us both to be happy”

Directing

“We’re doing it this way.”

Avoiding

“Let’s not make a big deal out of this.”

Compromising

“I’ll meet you halfway.”

Harmonizing

“Whatever you want is fine with me.”
Conflict Resolution Tips

- Don’t ignore interpersonal conflicts! Hoping they will go away won’t make them go away.

- Schedule time to understand and resolve the conflict. Meet individually with each person involved, or bring them together.

- Ground your conversation with Active Listening. Listen to understand (versus listening to respond).
  After each person speaks, reply by saying, “I want to make sure I understand. You are feeling _______ about _______ because ________.”

- Invite the conflicted colleagues to check their assumptions: What are you assuming here? How do you know that is the case?

- Explore best and worst case scenarios:
  - What’s the best possible outcome—from your perspective—to this conflict?
  - What’s the worst possible outcome?

- Explore compromise positions:
  - What are possible outcomes or solutions that reflect a compromise?

- Ask the conflicted parties to make a verbal commitment to act.
  “I agree that I’ll invite you to every meeting on that project. I don’t want you to feel intentionally excluded.”
  “I agree I’ll follow-up your requests for help by letting you know when I’ll be able to deliver what you need. I don’t want you to feel that I’m being passive, aggressive or uncooperative when you don’t get a response from me.”

- Schedule a follow-up meeting to check in and evaluate how the changes are working.