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Workplace Conflict Resolution

1) Take time to think about the conflict

- What were its causes? What are its likely consequences?
- What will happen if it is not dealt with effectively? What if it is dealt with effectively?

2) Think about your role in the conflict

- Are you a major or minor part of it? Can you minimise the effect on yourself and others?

3) What can you do about it?

- How are you dealing with it? Are there more effective ways of dealing with it?
- What have you done in the past to resolve conflict effectively? What have others done in the past to resolve conflict effectively?

4) Who can you speak to about it?

- Speak directly to the people involved. Conflict is best resolved at the source where possible.
- If you feel you can't speak to the person involved, consider other people such as your team leader, supervisor, manager, HR manager or someone at your Employee Assistance Program.

5) Plan your conversation.

- Consider how you want to feel after the conversation. How do you want them to feel?
- What's most important to you? What about the other person?
- What do you need from the situation? What do you think they need?
- What do you hope to achieve?

6) Your emotional safety is essential.

- If you do not feel safe discussing the issues think about what would help you to feel more comfortable? Do you want or need the assistance of a support person?

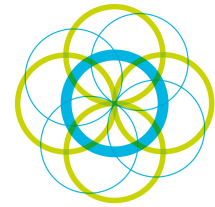
7) Ensure that you can trust the people you speak to.

- Are you confident your conversation will remain confidential? A breach of trust may create more conflict.



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8) If a third party (manager, HR practitioner / mediator) is going to assist you resolve the conflict, prepare yourself for the meeting.

- Find out how they plan to run the meeting. Who will attend? What is the role of the people attending?
- How long will it take?
- What can you expect from the process?

9) Resolving workplace conflicts can be difficult so ensure that you have people to support you at work and at home.

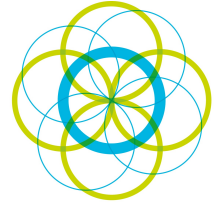
- Is there someone who can provide an objective view of the issues? Is there someone who is good at listening?

10) After the process, reflect on the conflict resolution so that you learn from it.

- What went well? What did not go so well?
- What would you do again or avoid doing again?



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