

# Resolving conflict in the workplace

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Let's think about some  
important issues and  
persons.

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YOU, THE JOB, THE COMPANY AND CO-WORKERS



# Always try to remember Hebrews 12:14:

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MAKE EVERY EFFORT TO LIVE (AND WORK) IN PEACE.



# YOU!

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Talents

Non-talents

Shortcomings

Respond under stress

Motivators

Stimulators of joy

Personal work ethic

Tick points



# THE JOB

## Things to think about

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What **IS** the job?

What were **YOU** hired to do?

What is **YOUR** powerbase?

What are **YOUR** responsibilities?

To whom are you answerable?

What's at stake?

What are you willing to risk?

What value do **YOU** bring to the organization?

# THE COMPANY

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What is the mission of the organization?

Consistency with the personal mission, goals, values, needs . . .

What does the company expect of you?

What company policies provide you with direction with regard to conflict resolution?

Remember, you work for the company.

The company's objectives within the framework of the workers' myriad capabilities must be paramount.

# Co-workers

## Things to think about

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Understanding is the best thing in the world.

No person is liked by every other person in the world.

As special as **YOU** are, everybody does not like you.

You don't know everything about anybody except you, and much of that you won't admit.

Keep workplace relationships professional, even if you have a personal relationship with a co-worker.

Respect the space, rights, responsibilities , property, opinions of others.

Practice effective communication skills in the workplace.



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## Workplace conflict

Status Conflict

Task Conflict

Process Conflict

Relationship Conflict



# Common Causes of workplace conflict

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Clash of personalities

Conflicts with customers

Performance review disagreements

Conflict with management style

# How do you get rid of workplace conflict?

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YOU DON'T, BUT YOU CAN LEARN TO MANAGE IT.

# What is conflict management?

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STRATEGIES EMPLOYED TO DECREASE THE POTENTIAL NEGATIVE ASPECTS OF CONFLICT WHILE SEEKING TO ARRIVE AT RESOLUTION

**Avoid the game of  
avoidance.**

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A photograph of two people in business attire shaking hands over a desk. The desk has several papers, a pen, and a folder. The background is slightly blurred, showing what appears to be a bookshelf. The image has a dark overlay.

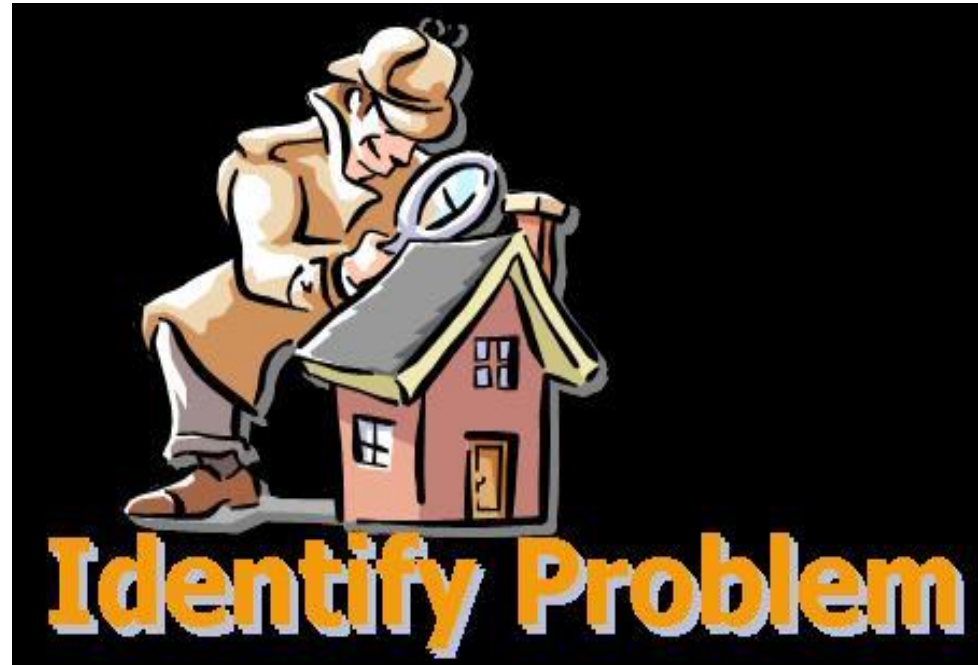
# *Matthew 18:15*

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*IF YOUR BROTHER OR SISTER MAKES A MISTAKE, GO AND POINT IT OUT, JUST BETWEEN THE TWO OF YOU.*

Name it and claim it!!!!!!

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# Assess the KNOWLEDGE

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Know what you know about what you need to know.

Know what you don't know and acknowledge that you don't know it.

Don't try to act like you know what you don't know when you know you don't know it.





# Some basic ground rules

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Listen non-judgmentally and engage as you do so.

Be certain that you have, and that you understand, the right information.

Respond with wisdom, not emotion.

Be aware of your role in the conflicting situation.

Seek sound advisement from competent persons.

Only attempt to speak as an expert on issues on which you are an expert.

# Resolving the conflict

The right time

The right space

The right rules



# Meet up – don't beat up

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Deal with the person involved.

Be respectful toward each other.

Use “I” statements, not “you” statements.

Focus on the ISSUE, not the person.

If necessary, use a mediator.

Be an active listener.

Agree on next steps.

Be willing to reconcile.

# THE LEADER IS MOST EFFECTIVE WHEN

THE LEADER KNOWS HOW TO EXERCISE LEADERSHIP IN A CONFLICTING SITUATION.

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An important facet of leadership is knowing when direct involvement is warranted and when its time to step back or step OUT.

When an employee presents with a conflicting situation:

- Listen
- Assess
- Advise
- Coach
- Speak from the perspective of policy.

Involve HR or the counseling team.

Remember, just because you're the leader, you still don't know EVERYTHING ABOUT EVERYBODY.

Remember also, when the going gets tough, effective leaders take CONTROL of the situation.

Know when the foot needs to stomp!

# Reducing workplace conflict

## for the leader/supervisor

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Establish a positive, productive, professional workplace culture.

Deal with organizational change effectively.

Prepare colleagues for changes in leadership.

Communicate transparently, precisely, and intentionally.

Act – Don't React.

Train employees properly.

Make maximum use of HR tools and resources.

Respect, support and demonstrate appreciation for employees.

Be HUMAN + Be CHRISTIAN + Be a SERVANT + Be a BLESSING to those you lead.