

Managing Workplace Conflict

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Overview

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How do you handle conflict in the workplace?



Workplace Conflict

Definition

Conflict:

A perceived divergence of interests, a belief that parties current aims are incompatible.

- Anytime people work together, conflict happens
- A normal and natural part of the workplace
- Decrease in morale, increase in absenteeism

Reasons for Conflict

Communication

Different styles/lack of

Values

Lack of understanding differences

Interests

Personal over organizational

Resources

Compete for available resources

Personality

Misunderstanding others

Performance

Underperforming

Outcome

PROS

Spark new ideas
Show problem areas
High Performance &
Productivity
High Employee
Retention

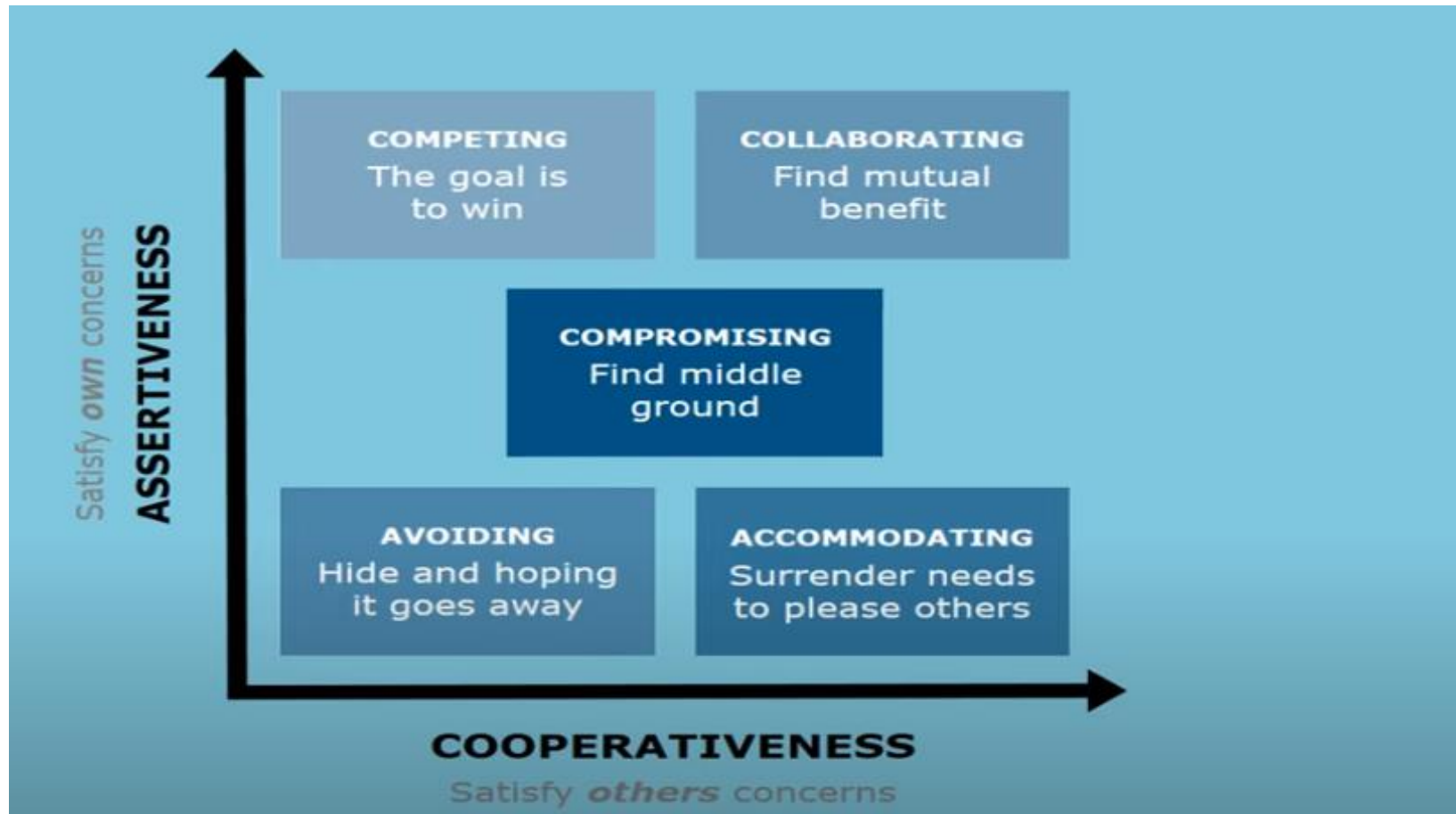


CONS

Negative emotions
Poor Performance
Low Morale
Low Productivity
Low Employee
Retention



Conflict Model



Conflict Model



How to Resolve Conflict

1. Articulate causes, acknowledging perceptions
2. State why you want the conflict resolved
3. State how you want the conflict resolved
4. Address the issues face-to-face
5. Stick to the issues
6. Take time out if necessary



Workplace Conflict

Questions?



Workplace Conflict