CONFLICT RESOLUTION TECHNIQUES

Consider the following conflict resolution techniques to help resolve issues in your office:

• **Listen, Then Speak Out**

  Believe it or not, just listening to an employee’s issue is the first and most important step in resolving conflict. You should simply listen to all parties involved to completely understand the nature of conflict, and then start troubleshooting solutions.

• **Gather the Group**

  As a leader, you’ll need to arrange a meeting with all involved parties to discuss the issue. Give everyone a chance to speak; this is a good opportunity to hear all sides and gain a full understanding of the conflict. Having a group meeting may also expedite a resolution that will satisfy everyone.

• **Be Impartial**

  Don’t take sides! In a leadership position, you shouldn’t display any sort of opinion that favors one person over another. If you are partial towards one person, try to access the situation from all sides to come up with a fair and reasonable solution.

• **Do Not Postpone Conflict Resolution**
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Address the conflict immediately. Otherwise, the situation could escalate and could affect employee performance. Just make sure not to address the situation too quickly or without careful consideration, as your decision will directly affect the demeanor and performance of your staff.

- Promote Teamwork

Encouragement and motivation are powerful. Remind your staff of successful projects that required teamwork to complete. This is one of the most effective conflict resolution techniques and will really make the employees think about the importance of working in a team.

- Broadcast Praise

As stated above, the power of encouragement and motivation can be multiplied when it is spread to recognize those who are modeling the teamwork and cooperation that is desired within any conflict. Try to give suitable models in these instances because behavior modeling can be risky if there are elements in the model that are undesirable.