



8 STEPS TO RESOLVING STAFF CONFLICT

Conflict resolution can either propel or disrupt the momentum for a leader, a team or the entire organization

Nature of Conflict	Potential Outcomes
Relationship Conflict <ul style="list-style-type: none"> • Interpersonal conflict and personality clashes • Animosity and open hostilities 	Negative Outcome <ul style="list-style-type: none"> • Strained relationships, tense atmosphere in the team • Commitment to team is eroded • Long-term fall-out and decline in team performance possible
Routine Task Conflict <ul style="list-style-type: none"> • Conflicts that crop up between one or more team member during the course of carrying out an everyday, routine task 	Unfavorable Outcome <ul style="list-style-type: none"> • Disruption in the work hinders team performance • Temporary setback
Task Conflict on a Complex Problem <ul style="list-style-type: none"> • Thrashing our issues of strategic consequence, divergent viewpoints, disagreements on the right course of action 	Positive Outcome <ul style="list-style-type: none"> • Good business solutions & decisions can emerge • High potential for team • Long-term & short-term benefits for company

8 Steps to Resolving Conflict

1. Understand the Nature of the Conflict
2. Encourage Employees to Work it Out Themselves
3. Address is Quickly
4. Listen to Both Sides
5. Determine The REAL Issue Together
6. Determine the Underlying Need
7. Find a Solution
8. Document



1. Understand the Nature of the Conflict
 - Acknowledge That The Conflict Exists
 - Don't make assumptions or believe the rumors
 - What Are the Underlying Factors Making Things Worse?
2. Encourage Employees to Work it Out
 - You are a Director, not Their Mother
 - Provide Guidance
 - Ensure RESPECT Among Staff
2. Nip it In The Bud Quickly
 - Sometime You Have to Step In
 - At the Heart of Every Conflict is a Communication Breakdown
3. Listen to Both Sides
 - Only Deal With People Directly Involved
 - Determine if Speaking with Employees Together Would Be Best
 - DON'T TAKE SIDES
4. Determine the Real Issue Together
 - You have to find the true issue in order to get to a permanent solution
 - Deal with Feelings First
 - Define the Problem
5. Determine the Underlying Need
 - Looking for needs rather than solutions can generate win/win options
 - Discover WHY they want the solutions they initially proposed
6. Find a Solution
 - Find Solutions to Satisfy Needs
 - Find Common Areas of Agreement, no Matter How Small
 - Discuss Follow-Up
7. Document
 - Document Incidents Properly
 - Protects Your Center
 - Include who, what, where, when and how as well as resolution all parties agreed on and committed to uphold