

CONFLICT MANAGEMENT in the workplace



Conflict management is the practice of dealing with dispute in a rational, balanced, and effective way. It is implemented within the business environment by involving effective communication, problem resolving abilities and good negotiation skills.

In every workplace, conflicts are quite common and resolving them effectively can help every company to benefit, as it will improve employee's performance.

CONFLICT RESOLUTION TECHNIQUES AT THE WORKPLACE:

① LISTEN THEN SPEAK OUT

Listening to an employee's issue is the first and most important step in resolving the conflict. You need to listen to all parties involved, understand the nature of their conflict, and thereafter take action.

④ DO NOT POSTPONE CONFLICT RESOLUTION

Address the conflict immediately, otherwise the conflict might escalate and affect worker's performance at work.

② GATHER THE GROUP

As a leader, arrange a meeting, give each an opportunity to speak. By doing this you will be able to hear all sides from all the parties involved.

⑤ PROMOTE TEAMWORK

Always remind employees about the successful work they are presently doing or have done.

③ BE IMPARTIAL

Don't take sides. Come up with fair and reasonable solutions without favouring anyone.

⑥ BROADCAST PRAISE

The power of encouragement and motivation can be multiplied when it is spread to recognise those who are promoting teamwork.

IF YOU NEED HELP MANAGING CONFLICT AT THE WORKPLACE:

Platinum Health's Employee Assistance Programme (EAP) is there to assist you with dealing with issues such as managing conflict in the workplace.

EAP Counselors (010 133 0525) are available 24 hours per day, 7 days per week, to offer counselling and support. You are also welcome to book an appointment with PH's Mental Health Services (014 590 1700 or 080 000 6942).



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