MANAGING CONFLICT

Conflict happens to everyone and it happens often. When others have different ways of thinking and doing things, conflict often arises. It is difficult to not take things personally, and emotions usually take over and wreck the conversation. But, you can keep the conversation professional and retain your working relationship with others. Here are some quick tips that will help you do that:

- Don’t wait or avoid the conflict. Conflict tends to fester when ignored. Address conflict in the moment if possible and get it resolved sooner than later.
- Have a face-to-face conversation with the other person when resolving disagreement. Never attempt to resolve conflict through email. Emotion does not translate well with email.
- Emotions can quickly get out of control. Try to control your emotions by assuming positive intent from the other person. Even the simple trick of counting to 10 before responding helps. If you cannot manage your emotions, you won’t successful at resolving conflict.
- We are often responding to our perception of the situation, and not necessarily the actual facts. Be sure you always have the facts correct.
- Be honest about the situation and own the fault if it is yours to own. Be willing to forgive.
- Each party needs to feel heard and understood, so be sure to listen carefully to the other point of view.

THIS WEEK’S CHALLENGE:

If you find yourself at odds with another person this week, try counting to 10 before responding. During those seconds, breath deeply and plan your response so that it is framed positively. Let the other party know that you have heard and understand their point of view before responding. This is one of the first ways de-escalate conflict before it even begins.

KEEP ON LEARNING

- Watch this short Lynda/Linkedin video on Resolving Conflict.
- Watch this Lynda/Linkedin video on How To Prevent Conflict on Your Team.
- Reserve your spot in the April 25 live session, Emotional Intelligence. You’ll learn to recognize your emotional triggers and how to control them.