

# Leadership and Conflict Management Skills

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Do you take a leadership role at work or in a group setting? If so then you no doubt have experienced the world of conflicts. Having to deal with conflicts is not always an easy task even for experienced leaders.

In a work environment you are faced with different personalities, attitudes, work ethics and more. Because you are viewed as the leader you need to have the ability to deal with people who might be extremely stubborn. No matter how tough a person may seem some behavior is just not appreciated in any workplace.

Learning to deal with stubborn or just rude people is not easy, you need to learn certain tactics for this. Use the following tips to help you manage this.

1. Always state the rules clearly and ensure that everyone is aware of them. Don't allow people to have excuses to break these rules. Be certain that, as the leader, you are working towards the benefit of your employees.
2. Ensure that your employees know what the consequences are for breaking the rules, and that they will be enforced.
3. Always keep a positive mindset with a good attitude. You definitely need lots of patience and you should be proficient at managing people.
4. Remember that you are viewed as a leader, so be prepared to step in and take action immediately. Don't allow a situation to get to a boiling point before attempting to diffuse it.
5. When diffusing a situation always use good language and do not revert to swearing or becoming rude. You do not want to hurt anyone's feelings and you don't want to belittle people in front of their co-workers.
6. Try not to 'tell off' people instead try to resolve a conflict by using positive reinforcements.
7. On the flip side remember to acknowledge people when they do something great. If a rude employee suddenly does a U-turn and improves their personality, acknowledge that you have noticed this. It helps the employee know that their efforts are being appreciated.

If you use these seven tips regularly you will find that you can handle conflicts extremely well. You will earn respect as a leader and people will understand that you are working towards the good of the company.

Of course you can apply these same tactics to any situation, not just work related ones. You are now equipped to handle any conflict head on, and stop it before it turns into a full blow explosion.