

Dealing with Conflict at Work

No matter where you work at some point in time you are going to be faced with a conflict. It may be your own conflict or you may be called upon to help resolve a conflict.

The biggest issue you may face is to actually recognize that what you are experiencing is a conflict. Most managers are trained to recognize when conflicts are building and they step in to diffuse them.

While most people do connect a conflict with being a negative experience this is not always true. Some conflicts can result in positive experiences and improved working conditions.

Just because you may clash with someone at work, this doesn't mean you have to be rude to them. Nobody can get along with everyone, personalities will clash, who doesn't have different ideals, values and morals?

When a conflict happens at work this is usually a sign that a problem exists, or that an issue is about to crop up. When it comes to competitiveness conflict can be a good thing. It can help spur people into action and it can help identify potential leaders.

In fact without conflict where would we all be? Conflict helps to identify issues and get them resolved and this can benefit a business as a whole. Even conflicts in your personal life can help improve relationships.

When conflicts arise at work the best way to handle them is to sit down and discuss them. This may be done on an individual basis or in a group setting with a mediator present.

Sometimes these meetings can last for hours or spill over into several days. The outcome is often viewed as positive growth for the company. When those involved are allowed to express their views, opinions and their ideas, new and improved processes can be developed.

While many conflicts are seen as healthy there are those that stem from different problems. Poor communication amongst a company, including employees and management can cause huge issues. These can even

escalate into strikes or invoke violent behaviour. This is the type of conflict that everyone wants to avoid.

Communication skills are so important when it comes to dealing with conflicts. Bad communication is often the root cause of conflicts that could otherwise be avoided. When a company is managed well and employees are treated with respect most conflicts are easily settled. After all everyone is human and has feelings and should be treated accordingly.