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Conflict Resolution

Opening

Wafla presents "Conflict Resolution" a video on how to address challenges in the work environment and in life and create a better work environment and stronger teams.

The Bad

Everywhere where you find more than one person there will be conflicts. Some of them will be "open" and evident to everyone and others will be "covert" and only the person having the negative feelings will know about it. However, it does not matter if it's open or covert conflict, the results to an organization can be devastating. Unresolved conflict can affect productivity and destroy teams as well as make life very difficult for everyone. Avoiding conflict only makes it worse! Most people dislike conflict and avoid confrontations like the plague, but there are a few that love it and actually thrive on it since they have found that they can get away with what they want by simply confronting others.

The Good

As a member of a team or as an employee in a company we are subject to conflict all the time and how we handle it is going to determine how happy we feel being part of a team or company.

When people know how to deal with conflict, the work place becomes a much better place and the relationships with co-workers and team members become more productive and open producing better results for everyone. When you are able to resolve conflict in the work place you will be much more appreciated by your co-workers and team members and by your employer becoming a valuable asset anywhere you go.

Skills

Here are 12 techniques that can help you to resolve any conflict. Remember that the key is to practice and use the ones that you feel more comfortable with. The more you use them the better you will become at applying them when you need them.

- 1) Find out what the issue is: listen, listen and listen! Let the other person run out of words.
- 2) Empathy. Understand the other person's world and emphasize.
- 3) Look for solutions to attack the problem not the person.
- 4) Creative response. Transform problem into a creative opportunity.



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- 5) Separate facts from opinions. This is hard, but we can deal with facts not with opinions.
- 6) Manage your emotions. Expressing anger, hurt or frustration rarely solves anything.
- 7) Show a willingness to resolve the issue(s).
- 8) Ask for possible solutions or expected changes.
- 9) Avoid the blame game. Don't blame anyone and focus on creating solutions.
- 10) Focus on the future not the past.
- 11) If nothing works introduce mediation. When nothing seems to work invite another person to help.
- 12) Know when to let something go. If you can't come to an agreement, agree to disagree. It takes two people to keep an argument going. If a conflict is going nowhere, you can choose to disengage and move on.

Results After Change

When you apply these techniques to resolve conflicts in your work environment you will get more things resolved quicker and with better results than letting conflicts grow. It is easier and nicer to work where conflicts are handled and people learn to cooperate and help each other creating solid teams that can work for the benefit of all.

Closing

The trainer is here to answer any questions that you have and can help you with other useful tips on how to apply the techniques of conflict resolution so you can enjoy your work more and help create a wonderful working environment.

Wafla thanks you for your participation and welcomes your suggestions and feedback. Make sure to talk to the trainer if you have any comments or questions about any work related issues. They will be happy to help in any way. Thank you!