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50 TIPS FOR MANAGING AND RESOLVING CONFLICT

Conflict, like death and taxes, is inevitable. No matter where you work, no matter what you do, sooner or later you will have to deal with a conflict. Fortunately, conflict does not have to negatively impact our lives. In fact, many organizational conflicts can be prevented, and when they occur, there are steps we can take to resolve them. This 20-page booklet offers specific tips for managing and resolving conflict. It is divided into four sections which include Preventing Conflict, Resolving Conflict, Mediating Conflict, and Managing Conflict for Leaders. In the first section, I describe ten steps you can take to develop trust, build positive work relationships and prevent conflict. In section two, I offer 25 tips for effectively resolving conflict, while section three describes five steps you can take to serve as a 3rd party mediator. The last section is specifically designed for managers and leaders. Here, I identify ten actions leaders can take to enhance teamwork, improve communication and reduce conflict between team members. Some of the tips described in this booklet include the following:

- Develop positive relationships with all of your co-workers.
- Identify your trigger points.
- Demonstrate the 3 C's of Trust.
- Be aware of the emotional elements of the conflict.
- Understand the four conflict resolution strategies.
- Be aware of your typical conflict resolution style.
- Provide conflict resolution training for all employees.
- Provide 3rd party conflict mediation services that can be used by employees.



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