

7 STEPS YOU NEED TO KNOW WHEN WORKING WITH:

Conflict Management

Why manage conflicts?

If you have ever been in a conflict at work, you are well aware of the emotional and energy cost of such a situation. However, if you are in control of a conflict and know how one escalates you have the upper hand in improving the work environment.

7 steps to be aware of

If you want to stop the conflict before it escalates.



#1 DISAGREEMENT

An outright conflict has yet to arise, but there is a disagreement. The parties are working on a compromise or a solution.



#2 IT BECOMES PERSONAL

The disagreement takes a slight turn. The parties are now starting to think negatively of one another. One might think the other is selfish, overly negative or incompetent.



#3 THE PROBLEM GROWS

The first disagreement is no longer the real problem. In fact all previous disagreements or issues are being brought back to attention.



#4 STOP TALKING

As a result, one or both parties stop talking and engaging with each other. At this point, alliances with others are often formed.



#5 THE ESCALATION

The lack of communication leads to negative or hostile interpretations of the other part's behaviour. These interpretations give the right to perform hostile acts.



#6 HOSTILE ACTIONS

One or both parties start to sabotage, exclude and bully the other part. They fail to share knowledge and/or ignore the other's inquiries.



#7 POLARIZATION

This is the point of no return! If the conflict can not be resolved, the parties may have to be separated. This can be done by one leaving the work place or moving to another department.