



9 Ways to Deal With CONFLICT

in the Workplace

Since human beings have unique behaviors and drivers, the opportunity for conflict to arise is natural. These 9 rules of dealing with conflict at work will help you reduce the drama and increase the productivity.

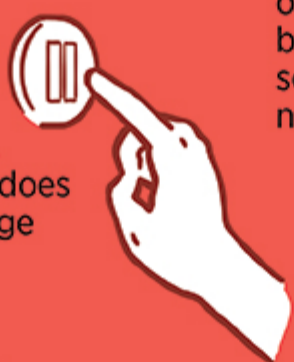


1 Watch What You Say

It only takes a moment to ruin an otherwise good career.

2 Practice the Pause

Time is your friend. As time passes, so does the urge to rearrange someone's face.



3 Don't Take it Personally

The majority of conflict is because of something, not someone.



4 Remember: It's Just Your Brain Overreacting

During an "amygdala hijack," your brain goes into a fight-or-flight response making you say or do things you might regret.



5 Win the War, Not the Battle

Even if you are 100% right during a disagreement, your coworkers will remember how you handled the conflict more than the conflict itself. Don't burn a bridge over something small.



6 Walk Away

When you feel yourself losing control during a heated moment, excuse yourself from the situation. It's better to not address something immediately than to address it in a manner that will be irreversible.



7 Remember: Friend, not Foe

The person you are having a conflict with is neither the cause of nor the solution to the problem. The problem itself is the issue. Focus on what needs to be accomplished to fix the problem.

8 Resolve Conflict Directly

Email or text is NOT the place to continue a disagreement. Speak with the individual with whom you disagree in person.



9 Listen!

Actually hear the other person's point of view before rushing to make your rebuttal. If you give them a legitimate chance to voice their opinion, it could possibly change your mind.