

MANAGING CONFLICT AT WORK

RESPECT EACH OTHER.
RESOLVE ISSUES.
KEEP THE WORKPLACE POSITIVE.



WHY IT MATTERS

Conflict is normal in any workplace. How you manage it makes the difference. Handling conflict calmly and respectfully leads to better relationships, stronger teamwork and a more positive workplace.



KEY STEPS TO MANAGE CONFLICT

- 1 Stay calm**
Take a breath and manage your emotions.
- 2 Listen to understand**
Let the other person share their point of view without interrupting.
- 3 Express yourself clearly**
Use "I" statements to explain how you feel and what the issue is.
- 4 Find the real issue**
Identify the root cause of the conflict, not just the surface problem.
- 5 Work together on solutions**
Look for solutions that work for both sides.
- 6 Agree and move forward**
Agree on an action plan and commit to putting it into practice.
- 7 Follow up**
Check in and make sure the issue is resolved.



The goal is not to win, but to find a solution.



TOP TIPS

- ✓ **Choose the right time and place**
Have the conversation in private and at an appropriate time.
- ✓ **Focus on the issue, not the person**
Avoid personal attacks or blaming language.
- ✓ **Use "I" statements**
Example: "I feel concerned when deadlines are missed."
- ✓ **Be respectful**
Use a calm tone and respectful body language.
- ✓ **Be open to different views**
Others may see the situation differently.
- ✓ **Know when to get help**
If the conflict continues, speak to your manager or HR.
- ✓ **Aim for a positive outcome**
Work towards a solution that improves things for everyone.



DO'S & DON'TS



DO

- Do listen and show empathy.
- Do stay calm and patient.
- Do communicate clearly and honestly.
- Do focus on solutions.
- Do respect others' opinions.
- Do keep conversations confidential.



DON'T

- Don't raise your voice or shout.
- Don't interrupt or ignore the other person.
- Don't make it personal.
- Don't use blame or criticism.
- Don't bring up old issues.
- Don't walk away without trying to resolve it.



WAYS TO MANAGE CONFLICT EFFECTIVELY



COMMUNICATE EARLY
Address small issues before they become bigger problems.



PRACTISE ACTIVE LISTENING
Listen to understand, not just to reply.



STAY RESPECTFUL
Treat others how you would like to be treated.



FOCUS ON SOLUTIONS
Work together to find solutions that benefit everyone.



MANAGE YOUR EMOTIONS
Stay in control of your emotions and respond, don't react.



LEARN AND GROW
Use conflict as a chance to learn, improve and build stronger relationships.



Healthy workplaces are built on respect, understanding and open communication.
Manage conflict well and create a workplace where everyone can thrive.