

The background features a dark, textured surface with vibrant, organic shapes. A prominent spiral in shades of purple, blue, and green is centered. To the left, a yellow and orange shape resembles a stylized fish head with a white eye and a red pupil. Other abstract shapes in green and blue are scattered on the right side.

Resolving Conflict in the Workplace

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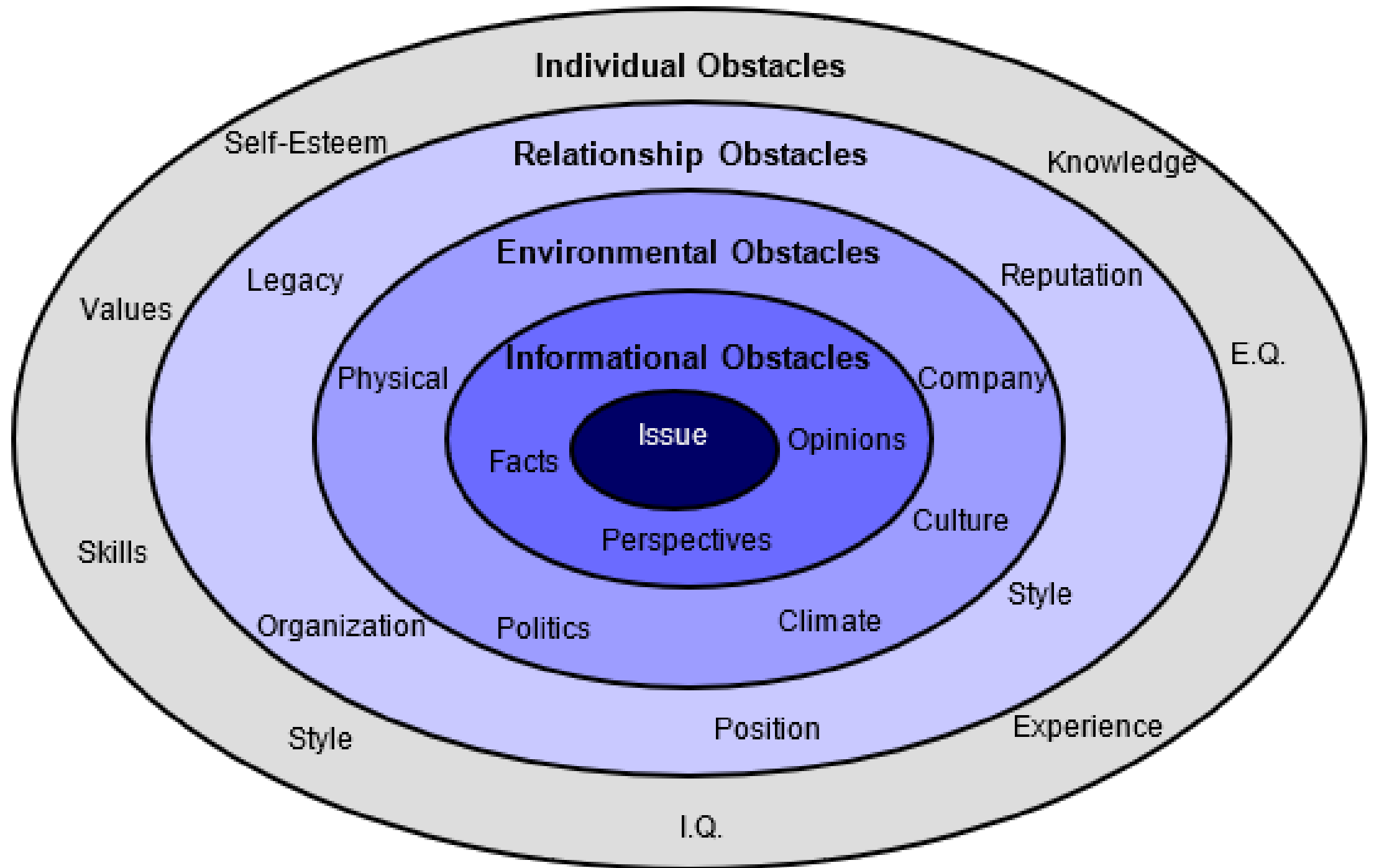


Today

1. Create shared understanding
2. Build/repair relationship first
3. Understand “care abouts”
4. Keep improving

A high-speed photograph of a water droplet falling into a pool of water, creating a series of concentric ripples. The droplet is captured mid-fall, just above the surface, with a smaller droplet above it. The water is a deep, vibrant blue, and the lighting highlights the droplet's surface and the ripples' edges.

What makes the person or the conversation “hard”?
What is it about conflict that people dislike?



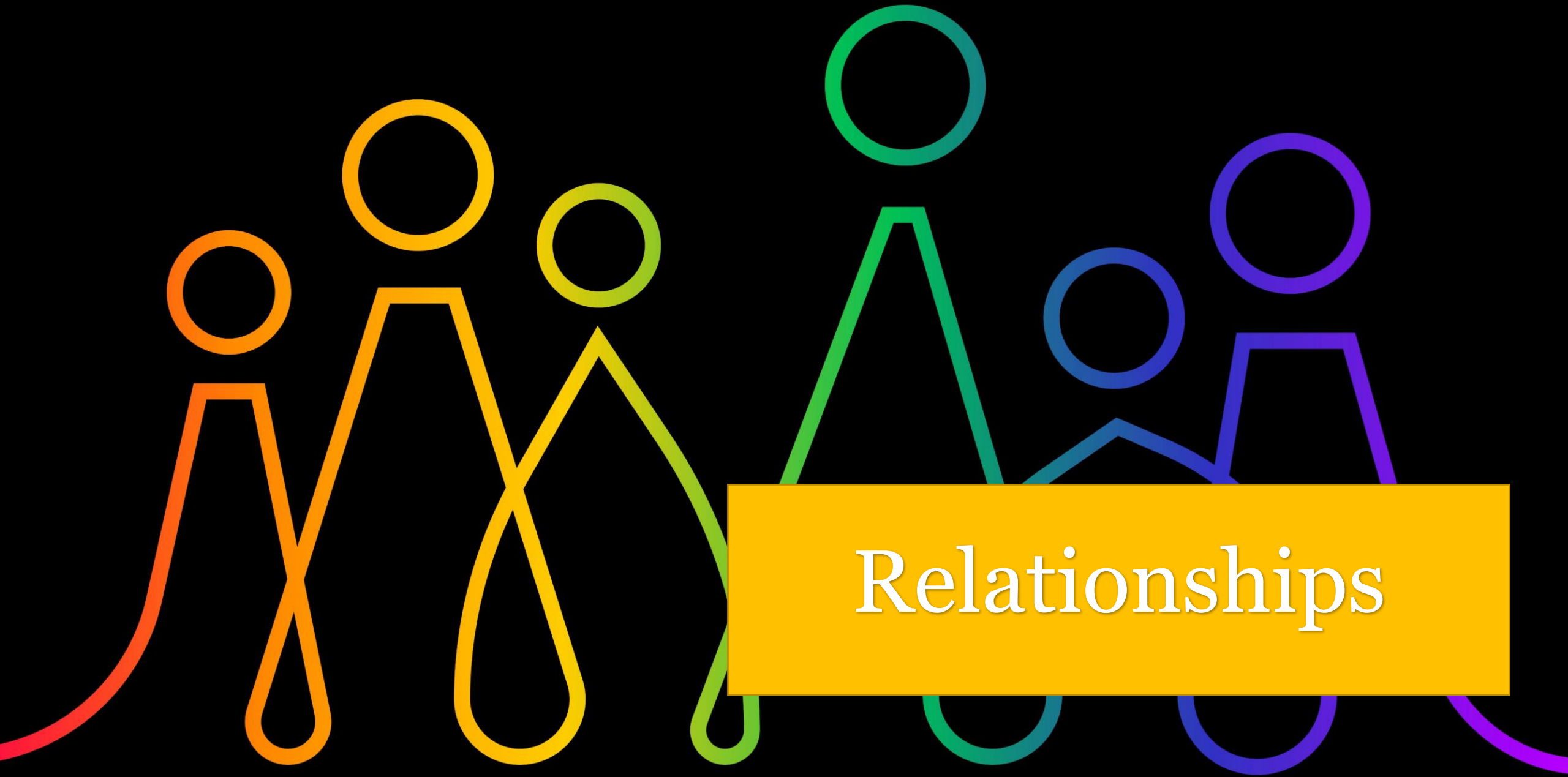


Shared Understanding



Tools

1. Styles & Strengths
2. Process of Resolution



Relationships



The Effort



Relationships



Fear



Care About

Comparing “Difficult” to “Conflict”

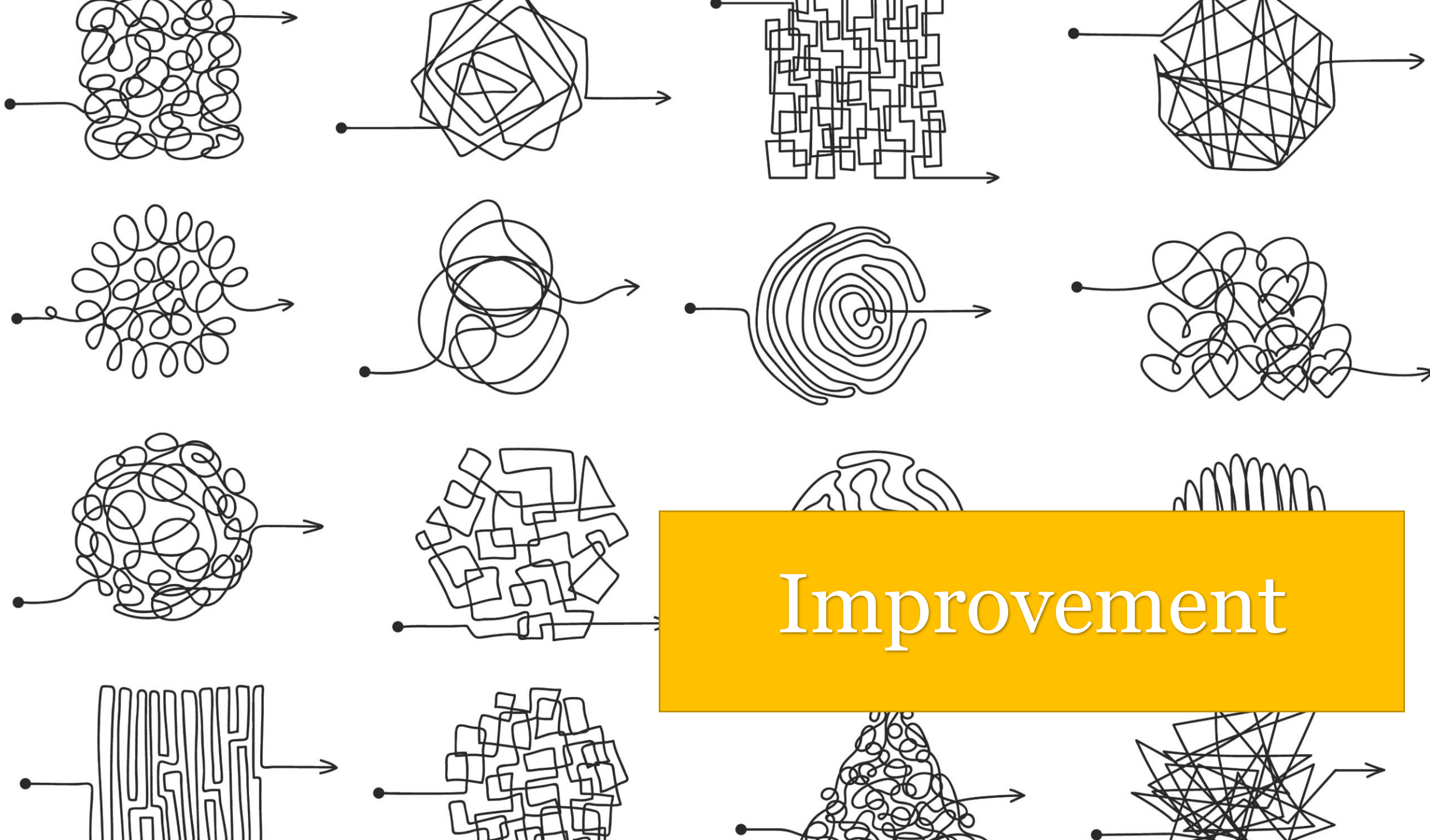
Conflict by definition...a serious disagreement or argument, typically a protracted one; be incompatible or at variance; clash of interest coming from many sources.

Another perspective: Conflict begins when you become aware that the other person...

- *is or is going to do something that negatively affects something you care about.*

Expectations in Conflict

- Conflict happens continuously, is not inherently bad, and cannot be avoided.
- Conflict should be seen as a process that unfolds in a series of episodes.
- Sources and causes are varied and wide-ranging.
- Constructive conflict is necessary to learn and grow.
- Strong relationships built on trust help us leverage potential outcomes.



Improvement

Practice in Real Time

Care About/ Goals

What are the goals of those involved?

If I have understood correctly, we both would like to see...

It seems your priority is...and it's important for me to...

Practice in Real Time

Understand Positions, Needs, and Resources

What would need to happen for everyone to reach those goals?

What additional resources are needed to make this happen? What are the potential roadblocks?

For this to work we need to (include, update, involve, connect, allocate...)

What are you most concerned about as we move through our options?

Practice in Real Time

What do potential pathways look like? What timeline is possible? How will we know progress as well as success?

Agree on Next Steps

It looks like we have ___ options...

If we work together on this, we could see resolution by ___/___/___,

When would you like to check in to make sure we are on track?

Practice in Real Time

How will we know if we are still aligned? If a gap develops, how will it be addressed? What follow through is needed to sustain progress?

Stay Connected and Follow Up

How should we communicate once this is in play?

What will we see if this is successful? What would be some signs we need to get back together to adjust our plan?

Being Our Best

- Build the relationship before the difficult conversation
- Demonstrate you value the person and the process
- Be clear on the goal
- Know your boundaries and limits
- Stay focused and don't get distracted
- Own your own "stuff"
- Identify action steps to move forward
- Don't wait. Tackle difficult conversations sooner, not later.



Take Aways

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2. Build/repair relationship first
3. Understand “care abouts”
4. Keep improving

We are all one conversation
away from a whole new
understanding.

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