



## RESOLVING CONFLICT AT WORK!

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Dealing with problematic personalities by trying to understand what motivates the individual's behavior, then tailoring your actions to work with that personality type is your best bet. Once you grasp why people behave as they do, you will be able to interact with them more effectively.

While this process may not work for every situation. Here are some simple steps you can take to resolve conflict you may be experiencing at work.

**Step 1:**

Decide whether you want to confront the person who is bothering you. It is usually better to air grievances in the open than to let them fester.

**Step 2:**

Speak to the other person calmly, politely and rationally. Focus on the situation and facts, avoiding gossip and personal attacks.

**Step 3:**

Be careful not to express hostility in your posture, facial expression or tone. Be assertive without being aggressive.

**Step 4:**

Listen to the other person carefully: What is she trying to say? Be sure you understand her position.

**Step 5:**

Express interest in what the other person is saying. You can acknowledge her ideas without necessarily agreeing or submitting. Saying, "I understand that you feel this way. Here's how I feel..." acknowledges both positions.

**Step 6:**

Communicate clearly what you want, offering positive suggestions and recommendations. Be willing to be flexible.

**Step 7:**

Speak to your supervisor if a problem with a difficult co-worker seriously threatens your work, but avoid whining.