



CONFLICT MANAGEMENT FOR MANAGERS





Conflict

- 60-80% of all workplace conflict comes from strained relationships
- U.S. employees spent 2.8 hours per week dealing with conflict*
- 25% of HR professionals reported some generational conflict in the workplace (2011 statistic)
- A manager takes between 25-40% of their time attempting to resolve conflict

Preventative Measures

- Talk, talk, and talk more
- How do we reduce conflict to begin with?
- Encourage free speech
- Job sharing
- Collaborative atmosphere
- Maintain a blame free office

Sources of Conflict

- Personal - a clash of values
- Work - competition including jealousy
- Scarcity - not having enough



CONFLICT CAN BE DESIRABLE

WHY?

Two Types

- Conflict of Ideas
- Personality Conflict

Are You An...?

- Avoider/Ostrich
- Doormat
- Aggressor
- Pleaser
- Gold Medalist

Creative Solutions

- Be trusting
- Be the boss/manager
- Use brainstorming as it is meant to be used
- Ask insightful questions
- Acknowledge feelings and emotions



QUESTIONS FOR MANAGERS TO ASK

WHAT IS TRULY GOING ON HERE?

Best Practices

- Let people talk
- Be able to be the voice of reason
- Be hyper attuned
- Diffuse situations by letting it go
- Slow it down
- Separate people from problems
- Focus on your breathing

Letting It Go!

- Not all conflicts can be solved
- When it is over it is over



Your Kepro EAP

- EAP Services available to employees, any household members and dependents
- Confidential
- EAP Counselors available 24/7/365 via 833-539-7285
- Up to 6 in person counseling sessions, per issue, per year, per household member
- Management Consultations
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Questions & Answer

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Session Evaluation

