
GUIDE TO **CONFLICT RESOLUTION**

Conflict Resolution

Conflict management is often cited as one of the top skills required of leaders. This handy reference guide serves as an easy reminder of the ground rules and resolution steps to take as you manage the inevitable hiccups of a high-performing team.

Keep in mind, conflict is positive and necessary for growth.

Benefits of Conflict:

- Positively sways communication
- Makes meetings more productive
- Alerts you to employee morale issues
- Moves things forward; conflict is better than complacency

As the leader, it's important to 1) understand the common causes of conflict, 2) set rules of engagement for your team to work through conflict productively, and 3) follow a process to resolve problems.

What are the common catalysts of conflict?

- Poor communication
- Difference in personalities and work styles
- Different values
- Competition

What are the ground rules for working through conflict?

Do's	Don'ts
<ul style="list-style-type: none">• Be calm• Be respectful• Be open and honest• Agree to disagree and then work to resolve/settle the issue	<ul style="list-style-type: none">• No name calling• No "clamming up"• No assumptions• No over-talking• No tabling the topic without returning to it

Conflict Resolution

Six-Step Conflict Resolution Process:

1. Clarify the disagreement.
2. Establish a common goal for all parties.
3. Discuss ways to meet the common goal.
4. Determine the barriers to the common goal.
5. Agree on the action steps for each party.
6. Hold each other accountable.

Bonus Step:

Knowing the personality traits of the people involved also helps facilitate these steps by customizing the process. Understanding your team's behavioral motivators can head off problems and improve communication between those who may not have found synergy with each other yet.

Remember, conflicts between co-workers exist in every business environment. It can stem from something simple like a procedural barrier to something more complex like two leaders giving out conflicting instructions. The best companies cultivate a culture of communication and ownership of disputes. Empower your people to discuss conflicts with each other and come up with workable solutions rather than feeling like they have to escalate every issue to you. Being drawn into every conflict takes time away from growing the business and developing the entire team.

Build Your Ideal Future Workforce with Confidence

By following this guide, you're empowered to stay on track and be sure that you're always taking the proper next steps when it comes to your hiring processes. The result? Making strong, strategic hires that give you confidence in your ability to meet your future business and culture goals.

Looking for additional guidance? When it comes to streamlining your hiring processes or using data to make more informed staffing decisions, Omnia is here to help. We help organizations invest in and develop their most valuable asset: people. We know each company has its own unique culture and business goals, and believe happy, productive talent can make them achievable.

To learn more about how Omnia can be your end-to-end partner throughout hiring and employee development processes and enable you to build your ideal future workforces, [contact our experts today](#).

