

10 Strategies To Handle Conflict Effectively

Conflict occurs everywhere and its in-avoidable. However, the way in which you cope is not. Often people belief that conflict only results in negative consequences. Thats simply not true. Often it's the best vehicle for someone to vent their feelings and resolve issues that have been plaguing them. When management deals with conflict in a health manner the results can only create a positive and healthier work environment. Nothing more toxic to the workplace than resentment and anger. Both only lead to low moral and a loss of productivity. Recently, I worked with a Canadian retail corporate team and provided these strategies to handle conflict effectively.

- 1. Plan and have a concrete strategy that is clear on what is important to you*
- 2. Separate people from the problem*
- 3. Emphasize trade-off solutions*
- 4. Focus on interests, not positions*
- 5. Generate a variety of possibilities before deciding what to do*
- 6. Aim for an outcome based on objective standards*
- 7. Consider all party situations*
- 8. Know your best alternative to a negotiated alternative*
- 9. Pay close attention to the flow of negotiation*
- 10. Take intangibles into account*