

# Coaching



# CONFLICTS

# @ Work

## CONFLICTS ARE DAILY

*Regional Study & International Study* ..... 1

## WHAT IS CONFLICT?

*Definitions of Conflict* ..... 1

## POSITIVE & NEGATIVE CONFLICTS @ WORK

*Positive & Negative Conflicts* ..... 1

## SOURCES OF CONFLICTS @ WORK

*Common Sources of Workplace Conflicts* ..... 2

## MANAGEMENT INVOLVEMENT

*Managers Must Intervene* ..... 3

## CREATE 'POSITIVE' CONFLICT ENVIRONMENT

*Shifting Environment from Negative to Positive* ..... 4

## CONFLICT PERSONALITY STYLES

*How Each Personality Reacts & Handles Conflict* ..... 4

## RESOLUTION STRATEGIES

*8 Approaches to Effectively Handling Conflicts @ Work* ..... 8

## RESOLUTION SCENARIOS

*Scenario 1: Employee to Employee Conflict Resolution* ..... 14

*Scenario 2: Manager Conflict Resolution* ..... 15

## MANAGEMENT FINAL ACTIONS

*Actions & Final Alternatives* ..... 16

**APPENDIX A: ASSESSMENT**

- *Your Style@ Work*

**APPENDIX B: ASSESSMENT**

- *Team Member Style @ Work*