

7 Strategies to manage and resolve workplace conflict

Conflict is inevitable for people. Workplace conflicts can occur in different ways, between two employees, between a supervisor and team members they handle. It is a normal aspect of any company. In today's world, organizations hire employees from different geographical locations with dissimilar culture and intellect. In a working environment where people have contrasting thoughts towards the same problems.

Here are some ways through which you can manage the conflict in the workplace.

- **Clarify the source of conflict**

Finding the source of conflict is the major step in solving any problem. When conflict arises, don't pretend nothing has happened. It can turn into a big issue if not handled properly. Defining the reason for conflict will enable you to understand how the issue first took place.

You need to discuss the requirements which are being met on both sides. Also, you must have a sense of mutual understanding. Ask questions to both the parties unless you come to any conclusion.

- **Talk together**

Ask each participant to describe the conflict, including the changes they want. Set up a time and find an environment that is safe for conversation. Make sure the place you select must not be near the office. Don't let any individual monopolize the talk. Listen to each person unbiasedly without merging your personal opinion about him/her.

- **Listen carefully to everyone**

It is essential to put your complete attention to the person who is describing his view on the conflict at that time. If you are unable to get the message that the person intends to say, ask him to clarify it again. If required, ask questions to everyone regarding his perspective before making the final decision.

Give each party enough time to express their views and embrace an assertive approach in the meeting. Don't react immediately after you hear the response from everybody. First, understand everyone's point of view and then come to any conclusion.

- **Investigate the situation**

After everyone states their needs, find the points of agreement. Dig deeper into the situation and understand the happenings, involved parties, and the issues. If you feel necessary to talk to individual persons involved in the conflict, do it. Summarize their statements and try finding any underlying conflict origin that may not be noticeable at first.

- **Meet the common goal**

While managing conflicts, you must have a common objective. Also, you need to be aware of the different stages of the conflict. After having a clear understanding of the conflict source, talking to both the parties and looking over the situation, gather both the parties, and discuss the ways in which you can execute to meet the common goal of resolving the matter at the hand.

Until you exhaust all the options, listen, communicate, and analyze together.

- **Collaboratively find a solution**

Managing and resolving any problem sets an effective communication between the team members apart from bringing a practical solution. Both parties have to develop a conclusion

after identifying the solutions that each party agrees with. Spot the root cause so in future the same issue will not come again.

- **Determine the responsibilities**

Check if the solution is working. Direct the responsibilities to each party and observe how things are going. If the issue stands up again, take mandatory actions.

Managing workplace conflicts is integral in meeting organizational goals. These conflicts nurture and train your management skills.