

Conflict Management



Know when to address

ASK YOURSELF THE QUESTION. DOES THIS INDIVIDUAL'S ACTIONS OR BEHAVIOR AFFECT THE TEAM OR THE TASK?

YES?

THEN ADDRESS IT.



Plan how to address it



KNOW WHAT BEHAVIOR IS AFFECTING THE TEAM OR THE TASK. TALK ABOUT THAT BEHAVIOR SPECIFICALLY. BE DIRECT AND TO THE POINT. DEFINE WHAT BEHAVIOR IS UNACCEPTABLE AND WHAT BEHAVIOR IS EXPECTED. THEN ASK FOR CONFIRMATION THAT THE BEHAVIOR CAN BE ACHIEVED.

Document

IT'S IMPORTANT. IF YOUR COMPANY HAS SPECIFIC DOCUMENTATION PROCEDURES, USE THOSE. IF THEY DON'T CREATE A FORM THAT BOTH YOU AND THE INDIVIDUAL SIGN. IT COULD BE AS SIMPLE AS AN ACTION PLAN WITH DATES TO FOLLOW UP AND CHECK PROGRESS.



Let it go



DON'T HOLD A GRUDGE. DON'T WALK TWO STEPS BEHIND THE EMPLOYEE WAITING FOR THEM TO TRIP UP. HAVE FAITH IN YOUR TEAM, THE SYSTEMS YOU'VE SET IN PLACE, AND YOUR AUTHORITY. CONTINUE TO COMMEND POSITIVE GROWTH AND POINT OUT THE STRENGTHS OF THAT INDIVIDUAL.

Follow up

WHILE YOU'RE GOING TO LET IT GO, YOU'RE ALSO GOING TO STICK TO YOUR PROMISES. IF YOU SAID YOU'RE GOING TO FOLLOW UP IN A MONTH. DO IT. MARK IT ON YOUR CALENDAR AND THEN USE 360° FEEDBACK TO CHECK IN ON THE SITUATION AND COACH THE EMPLOYEES ACCORDINGLY.

