

TIPS TO DE-ESCALATING WORKPLACE CONFLICT



At some point you'll need to tackle conflict head on. Whether it's between colleagues, employees and directors, or even directors and other directors, understanding how best to de-escalate and solve the issue is key.

Type of conflict:



Interpersonal

Can be due to anything under the sun, from work environment, personal matters, to a stolen sandwich from the staff fridge.



Leadership

Can be caused by friction or a clash of ideals in the day-to-day management of the workplace.



Interdependence

Often a result of one person's job or duties hinging on the completion of another's.



Varying work styles

Everyone works differently. Some work fast, some slow; conflict can arise when two or more work styles clash.

When conflict occurs it:



Has a negative impact on performance



Wastes management's time



Costs money (lost working days)

5 TIPS

EMPLOYERS CAN FOLLOW TO DE-ESCALATE CONFLICT

01 Listen to all points of view and find the facts



02 Work with the employee to solve the problem



03 Is the conflict bullying or harassment? If so, follow the relevant policy



04 Work to build a united team



05 Find a way forward, not establishing fault

De-escalate conflict today

Disputes are difficult, regardless of the size of your business. If you're concerned about a dispute in your workplace, contact Croner on **0800 015 4939** to find out how we can help.

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