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As a result, it is not uncommon for conflicts to appear on the marketplace due to dissent and communication styles. However, not all workplace conflicts are bad. Healthy conflict is good. The absence of conflict is an indication that critical thinking and questioning of existing processes are missing within the organization. It is a big red flag that shows any thought or behavior strongly moderated by someone or some person who hates criticism in any form. But what happens when things get messed up and no one listens at all? How do you get back on track, strengthen weakened relationships, and resolve conflicts before they become a disaster for the entire organization? Here are 11 tips on how to resolve almost any workplace conflict.1. Identify Results for ResolutionAll you are heading to conflict resolution meetings, the first thing you need to determine is what you want to achieve. Unlike most relationships, not all conflict resolution at work ends with hugs, handshakes and selfies. With it, your approach to conflict will differ depending on the results you want to achieve and/or your personality type. There are different types of approaches to conflict resolution. This is: Collaborative: In a collaborative approach, both sides do not burn bridges or try to encourage the other to damage. Instead, they work together to find the best practices and solutions to the problems they experience. Evasion: This is very clear. With this approach, you ignore whispers, grunts, comments, and anything else that is considered offensive. Although an avoidance approach is not recommended, it is best used when betting is very low and the relationship between the two sides will not deteriorate. Accommodation: With this approach, you consider the needs of the other party as more important than you are today and are willing to let them win to arrive at a peaceful solution. As this approach shows, there are results from one party in an attempt to please the other. Compromise. Compromise means each party make concessions together and be willing to work together to produce mutually enjoyable outcomes. With this approach, there are no losers as individuals or companies seek to balance with their demands. So, the outcome of your resolution really depends on the level of conflict, the type of conflict, and the result you want. Disputes between employees of companies that belong to the union and the management of the company require a different approach from the interpersonal conflict between two employees in the same department. The bets and results are different, which means that there may be a combination of 2 or more approach styles for conflict.2. Set Some Proverbial Rules that say it takes years to build a relationship but a few moments to break it is true. As a result, there are rules on how to approach conflict in the workplace. No matter how small the conflict, you need to set some rules on how to approach the resolution. The rules are not meant to be obstacles; instead, they help you operate within the limits of strength that often lead to favorable results. When managing conflicts among co-workers, it helps to have a set of standards that everyone adheres to. It's not just this; the rules also provide a sense of security and guarantee of justice, something that goes against conflict in the first place. Examples of such rules (depending on the level of conflict) include: asking employees to temporarily step away from their positions; limit the authority granted to employees; subject to all parties involved in the formal and linear process of the resolution. 3. Invest in Your Communication Resolution and Listening SkillsConflict depends on your ability to not only hear what has been said but also to decipher the nuances of words, body language, 'sigh,' and even silence. Add in some variables like religion, cultural background, ethnicity, gender, and economic differences, and you have a complex case of epic misunderstanding. This means that what an employee born in the United States finds unequivocally may be inappropriate for someone born and raised in a different country. Your excellent communication and listening skills will allow you to move away from social norms and break away from patterns that pigeonhole your decision-making skills. It will also open you up to different perspectives so you can identify cues to repair strained relationships. 4. Hold Face-to-Face MeetingsWhen you can, always aim for face-to-face meetings. It is challenging to convey emotions via email because the effects of nonverbal communication are lost behind the scenes of computers and mobile phones. When it comes to resolving conflicts at work, we don't just talk and hope the best happens because we intend them that way. We involve all aspects of nonverbal communication. Things like vocal range, micro expression, and body language can communicate more than just I apologize simply in the content of email.5. Avoid Personal AttacksOne there may be intense intense response not to be heard, it is important to prevent personal attacks during the conflict resolution process. Instead of resulting in an ad hominem attack, you should adopt a better way to communicate your feelings. Examples of how to do this include emphasizing the use of I-messages. With I-message, you take control of the dialogue and how behavior makes you feel. So instead of saying you're very rude! when overcoming conflict, a better way to communicate your displeasure without compromising how you feel I feel disrespectful when you chew your gum hard while I teach in class. The use of message I not only meets your emotional needs, but also encourages you to take responsibility by acknowledging how your actions can contribute to the breakdown in the relationship.6. Avoid Setting BlameSimilar to the point above, assigning blame or siding is one sure way to dissolve a relationship faster than fixing it. It is human to find fault in something or someone other than ourselves. However, the goal of conflict resolution is to reduce the likelihood of shouting out which matches are to blame, and this starts with being responsible. In an article by Make A Dent Leadership, two types of stories in each conflict are identified: One is a story we tell ourselves to justify what happened, and the second story is the second story you tell yourself about others. These stories can put you under the spotlight without mistakes or labeling others in a negative light. But for conflict resolution to occur, assigning blame is not an option.7. Hiring ExternalSometimes Mediators, the conflict at work is so intense that both sides seem unable to find a middle way. It's all right. In this case, it is a good idea to hire an external mediator. A mediator is someone trained in conflict management and negotiation and a skilled facilitator for many cases. According to the American Bar Association, a mediator is often needed when the settlement is in a stall. Mediators are not only often required by the courts sometimes, but are also cheaper and do not involve processes that are drawn out of normal court will.8. Discover Common GroundFinding common ground means searching for ideas, interests, and beliefs shared by opposing parties and using this to open lines of communication for further negotiation. This sounds easy but it's actually quite challenging to practice. If it were this easy, there would be no reports of conflict between people, companies, and nations. However, when everything else fails, find common ground it is very important to bring the opposing side back to the table to negotiate a mutually beneficial solution.9 Stick to FactsAlist it's easy to fall into the trap of digging into events that occurred days, months, or years ago in an attempt to divert the blame to Party. But this just makes things worse. No matter how tempting it is to emphasize how emotional the behavior makes you feel, the purpose of conflict resolution is to focus on facts instead of interpretation of it. For example, if someone stepped on your toe while she was on her way to her cubicle, it should be stated as Sarah stepped on my toes instead of Sarah trying to make me angry this morning. This anger is an emotional response – the emotion you control, not Sarah.10. Identify Barriers Preventing Change from HappeningAccording to HR Daily Advisor, identifying barriers to change helps you determine what can be changed, what can't, and how you can overcome these obstacles.Organizations can hire the best mediators or personal development experts but until they recognize and overcome the barriers that prevent change, all efforts to resolve differences will fail. Just as you cannot treat or deliver a drug without having a medical diagnosis, you cannot begin to change processes and ideas without parsing why there is friction between the two sides.11. Initiating a Conflict Management PolicyNot every conflict in the workplace should degenerate into full newsworthy affairs. But to maintain an atmosphere of mutual respect and mutual understanding in the workplace, there needs to be documentation of behavior and acceptable steps to take if interpersonal conflicts are not under control. These behavioral predictions or expectations are usually contained in a document also known as an employee policy or handbook. Conflict management policies are beacons that help you navigate disagreements of various levels and stakes, and organizations should not be left without them. The point is that it's perfectly normal to have a conflict. Healthy conflict inspires growth and innovation while pulling out the rewards within you. The key is recognizing the shift from healthy to unhealthy and starting steps to restore balance to existing relationships. More Tips on Resolving Workplace ConflictsFeatured photo credits: rawpixel via unsplash.com unsplash.com

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