

positive approaches
to handling conflicts



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Handling Problems and Conflicts

Some disagreements are bound to arise whenever people work together. Conflicts may make you feel bad, but they have some benefits. People get to understand themselves and others better. Good decisions are more likely to be made. Working to resolve disagreements can be interesting and stimulating.

positive approaches

Here are some positive approaches to handling conflicts in the workplace.

- After you've listened carefully, give your opinions and impressions. Be specific in your agreement or disagreement. Be descriptive and logical rather than emotional. Be tactful by trying to say something positive, even if you disagree.
- Address the problem.
- Be specific - don't bring up other conflicts or past hostilities.

- Confront the issue, not the person.
- Describe your feelings and your views objectively, while defining the problem and analyzing how it developed.
- Generate possible solutions - sit down together and try to list as many possible solutions as you can. Don't be afraid to include some silly ones - they'll break the tension. The more ideas you come up with, the more you'll have to choose from and the better choice you'll be able to make.
- Evaluate possible solutions - try to find one that meets each person's needs, goals and views, given the time and resources available.
- Decide on a solution - it will involve some compromise for all parties, but realize that compromise doesn't mean you lose.
- Put the solution into action - make plans for using your solution, and follow up to see how it is working. Establish short-range goals to help check your progress.

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help is available

Aspirus Employee Assistance Services has counselors available to help you and your family. You can call the confidential helpline 24 hours a day at:

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