

Participant Guide

Part 4 – Resolving Conflict in the Workplace





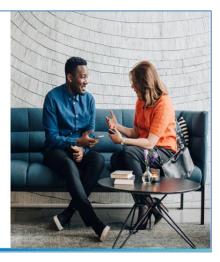
Agenda

- Benefits of Resolving Conflict
- Difficult Conversations
- Preparing for Difficult Meeting
- 'Positive Conflict Culture'
- Staying Calm
- Questions to Ponder

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Benefits of Resolving Conflict

- Problem Identification solving deeper problems
- Better Problem Solving better ideas, diversity
- Healthy Relationships debate not attack



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Benefits of Resolving Conflict, cont'd

- Improved Performance clarity of focus
- Personal Growth
 creativity, self knowledge, trust

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Difficult Conversations

- Impasse
- Repetitive language
- · Sense of futility
- Loss of boundaries
- Transgressions



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Preparing for a Difficult Meeting

- Concerns
- Goals
- Bridging Statement
- Possible Reactions
- Possible Responses

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'Positive Conflict Culture'

- Establish ground rules
- Be proactive
- · Don't ignore
- Emotional bank account
- · Higher job satisfaction
- · Growth and change

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Staying Calm

- · Listen focus attention
- · Feel acknowledge feelings
- Breathe deep and calming
- Think how to respond
- Speak de-escalate
- · Act diffuse the situation

Equanimity calm based on wisdom

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Questions to Ponder

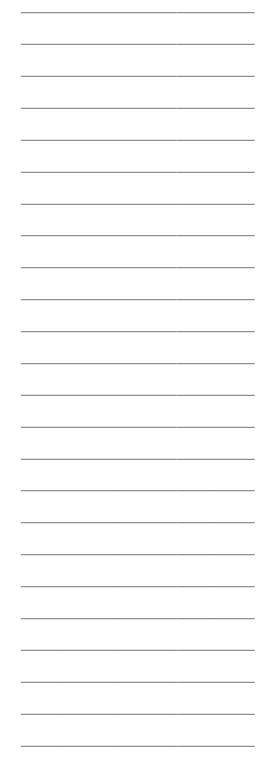
How will resolving conflict in the workplace benefit you?

What action can you take that will break the impasse between you and another team member?

How can you increase the balance in your team's emotional bank account?

How can you prepare yourself in ways that will increase the likelihood of a pleasant workday?

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Confidential Life Balance Solutions at No Cost To You

Counseling

Set # of free face-to-face, phone, video or chat sessions per issue per 12 months

- Difficulty with relationships
- Emotional distress
- Job Stress
- Communication/conflict issues
- Substance use
- Grief

Family Care

Resources for all stages of life: Parenting & Childcare

- Childcare resources & referrals
- · Tutors, mentors, programs for
- children with special needs
- Teens, college and beyond
 New Baby Kit

Adult Care Needs

- · Meals-on-Wheels
- Alzheimer's education
- In-home, sub-acute, rehab care
- Free resource book

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Legal & Financial

Legal Referrals

- Immigration
- Family law
 Estate planning
- Wills & trust

Financial Consultations

- Money management
- Debt consolidation
- Investment basics
- Income taxes

ID theft resolution

Legal Resource Center



Benefits

Your employer cares about you as an employee and as a person who lives a life outside the workplace. We at Concern understand how balancing these roles can make your life a juggling act in:

- Balancing work, home, and leisure
- Taking care of people who rely on you
- Dealing with the stress of modern life
- Handling loss and the unexpected Call Concern's toll-free number if you feel overwhelmed by the stressors in life. 800-344-4222

Concern's Digital Platform

Your front-door for easy, confidential access to personalized support, anytime you need it

- Easy access on your computer or portable devices
- · Create your personal dashboard
- · Request services, select counselors
- Connect to mindfulness resources from eM Life



800-344-4222





Concern's Digital Platform

Accessible from your phone, tablet or computer. It is your front door to everything Concern has to offer. Your Personalized Dashboard.

It combines technology, counseling, and self-help tools with compassionate human interaction – all in one place.

eM Life App. Mindfulness for Everyday Living

Access via Digital Platform

- · Evidence-based
- · Designed for daily use
- · Live and on-demand
- · Personalized experience
- · Expands prevention
- · New skills

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Mindfulness for Everyday Living

You have access to eM Life – an entire suite of evidence-based live and on-demand mindfulness solutions.

- It can be accessed via the Concern Website: employees.concernhealth.com, or
- You can download and access via your mobile phone.



Thank you!

Questions? Comments?

Please complete the Survey Monkey https://www.surveymonkey.com/r/3VHDNPS



