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

Benefits of Resolving Conflict

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

Benefits of Resolving Conflict, cont’d

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

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

Preparing for a Difficult Meeting

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

‘Positive Conflict Culture’

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

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?
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
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.

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