



Participant Guide (30 Minutes)

Part 4. Resolving Conflict in the Workplace



Agenda

- Benefits of Resolving Conflict
- Difficult Conversations
- Preparing for a 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 Statements
- Possible Reactions
- Possible Responses



Positive Conflict Culture

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



Staying Calm

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



Questions to Ponder

- ☐ How will resolving conflict in the workplace benefit you?
- ☐ What action can you take that will break an 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?



Concern is a full-service mental wellbeing program. We offer confidential counseling, coaching, and work-life resources such as legal and financial consultations, parenting and adult family care resources, and identity theft resolution. Balancing work and home life, dealing with all the stressors in today's world, and handling the unexpected can make your life a juggling act. If you are feeling overwhelmed, call **800-344-4222** or go to **employees.concernhealth.com**. We're here to help!



Interested in learning new skills? Coaching is an excellent way to start.

Personal Coaching with a skilled coach includes actionable strategies to help you achieve your personal wellbeing and professional development goals. **Parent coaching** helps build healthier relationships with your children, with positive, non-judgmental support, and strategies for common challenges. For **financial questions**, get help from a financial specialist for topics like investment basics, debt reduction, establishing credit, and more!



Concern's digital hub is like having a wellness toolkit right at your fingertips.

- Accessible by phone, computer, or laptop
- Instant access to all Concern resources anytime, anywhere
- Confidentiality with private, secure digital sessions
- Personalized support solutions – like videos, apps, articles, and guided exercises
- Continuous updates and new tools added regularly

Questions? Comments

Thank you!

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