Managing Workplace Conflict

Presented by:
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Managing The HR Process

Is managing your workplace conflict the easiest part of your job?

What makes it difficult?
Types of Conflict

- Employee and Employee
- Employee and Supervisor
- Supervisor and Supervisor
- Manager and Supervisor
- Manager and Manager
- Who’s in the middle?
In the true sense, what is a coach? What is the responsibility?
In the true sense, what is a counselor?
What is coaching and counseling?

Is there a difference?
Managing

Counselor

ASK

Coach

TELL
What is the purpose?

Coaching and Counseling
UNDERSTAND

Make sure you gain commitment
## Managing Conflict

<table>
<thead>
<tr>
<th>Counselor</th>
<th>Coach</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Conversations</td>
<td>After open dialogue</td>
</tr>
<tr>
<td>Non-defensive</td>
<td>Discipline</td>
</tr>
<tr>
<td>Informal</td>
<td>Formal</td>
</tr>
</tbody>
</table>
Crossing the Line
Coaching & Counseling

1. Work Station
2. One-on-one
3. Last Chance

Improving Performance

Improving Work Habits

three-step process can best be served by using the model below.
KEY PRINCIPLES

#1 Maintain or enhance self esteem

#2 Ask for help in solving the Problem

#3 Listen and respond with empathy
KEY PRINCIPLE 1

Maintain or enhance self esteem

Maintain by: focus on the fact not the person

Enhance by: acknowledge good ideas, express confidence in abilities, treat them as competent

Be specific – shows sincerity
KEY PRINCIPLE 2

Ask for Help

Builds commitment and self-esteem

Creates participative atmosphere

Offers support without removing responsibility (remove barriers not accountability)
KEY PRINCIPLE 3

*Listen and respond with empathy*

Listening is the key to two-way communication

Having open feelings helps focus on topic in question

Doesn’t mean agreeing
PERFORMANCE

How do you improve a leader’s performance level?

How do you measure their performance?

What is being measured?
Setting the Standard

• Providing skills
• Modeling
• Praising
• Mentoring
• Coaching
Reinforcement

• Provide the supervisor/manager with positive reinforcement when the interactions skills have been used effectively.

• Help the supervisor/manager diagnose problem situations.

• Utilize the interaction skills yourself. You are a model.
Reinforcement Discussion Steps

• Refer to a specific situation handled by the supervisor/manager.
• Review the critical steps used in the situation.
• Discuss any problems the supervisor/manager had in handling the situation.
• Come to an agreement on how to handle such problems.
• Compliment the supervisor/manager for using the human relations skills.
• Encourage the supervisor/manager to continue using the human relations skills.
Diagnosing Critical Situations

• **DISCUSSION STEPS**
  • Describe the situation to be discussed.
  • Ask the supervisor/manager for details about the situation.
  • Diagnose the general type of problem.
  • Agree on the desired outcome of supervisory/managerial action.
  • Discuss the critical steps to be used by the supervisor/manager.
  • Agree on the specific action and a follow-up date
Summary

- Effectively address concerns
- Develop relationships
- No fault finding
- Resolve situations
- Commitment to desired outcomes
- Help our Team Succeed
Questions?

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