Dispute Resolution Center of Snohomish, Island, and Skagit Counties

Top 10 Tips for Resolving Conflict in the Workplace

1. Build good working relationships before conflict happens. This lays a strong foundation for dealing with inevitable differences when they do arise.

2. Respect different perspectives. A workplace brings together a diverse group of people. Listen to different ideas. Lots of ideas contribute to better solutions.

3. Deal with the small stuff before it escalates. Don’t put it off! Try to clear up misunderstandings as soon as they arise.

4. Listen to find out where the other person is coming from and what is most important to them.

5. Talk to help others understand your perspective, not to place blame or to prove that you are right.

6. Acknowledge feelings before focusing on facts.

7. Focus on solving problems, not changing people.

8. Look to the future rather than trying to argue over the past.

9. If you can’t solve it yourself, bring in someone else to help out.

10. Remember that conflict is going to happen. It is how you deal with it that makes the difference.