



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.**