Dispute Resolution Center of Snohomish, Island and Skagit Counties

Top Ten Tips for Resolving Conflict in the Workplace

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

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

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

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

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

- Acknowledge feelings before focusing on facts.

- Focus on solving problems, not changing people.

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

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

- Remember that conflict IS going to happen. It is HOW you deal with it that makes the difference.