

## 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.