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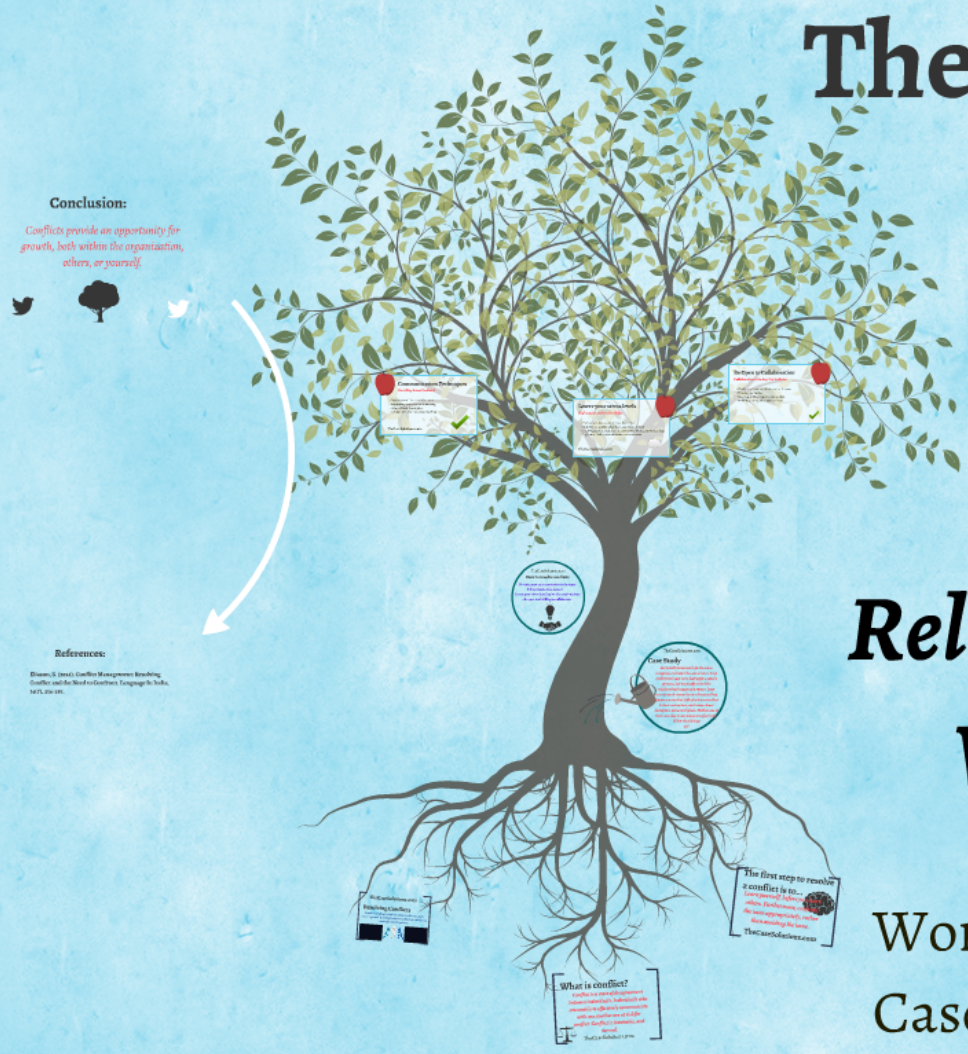

Religion/Spirituality in the Workplace: Vignettes

Workplace Conflict: Three Paths to Peace Case Solution

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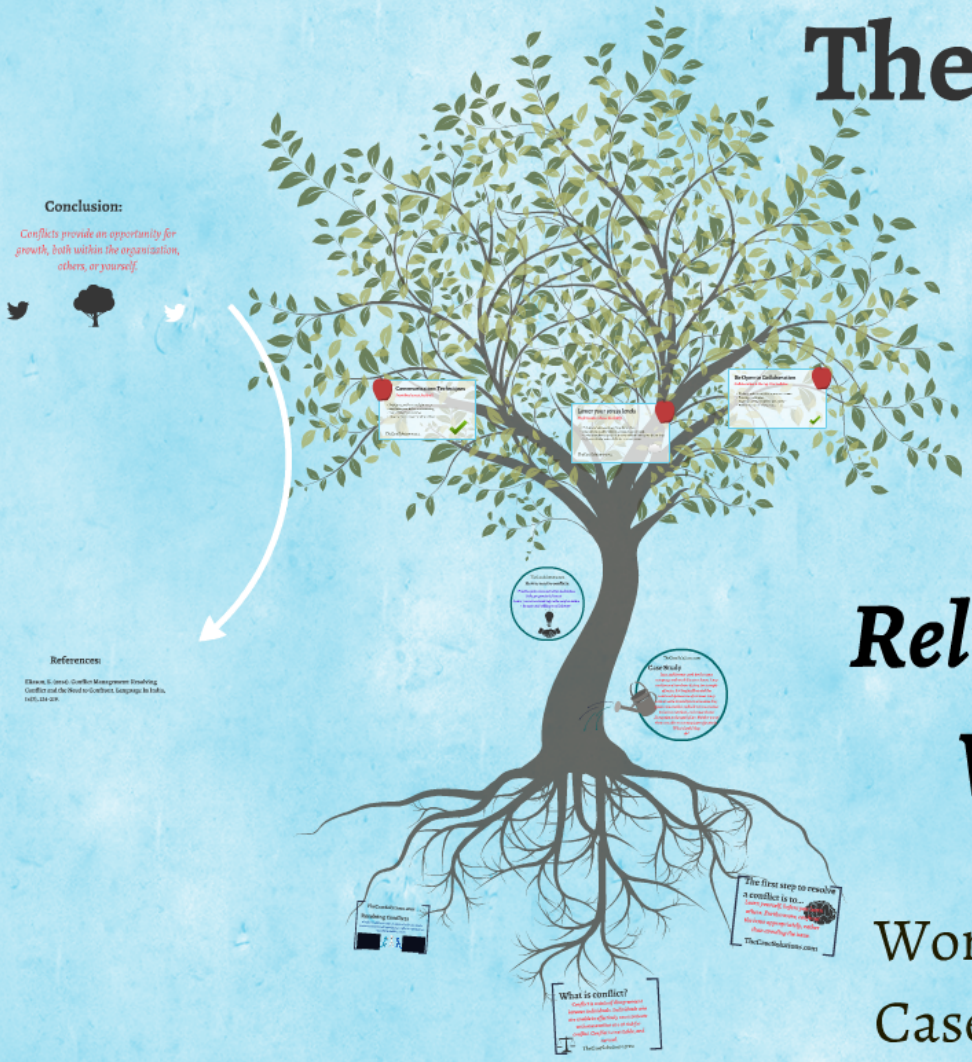

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Resolving Conflicts

Conflict resolution is a topic in which a leader tries find a common ground. Resolving/reducing conflict in a workplace is essential to building a team.

What is conflict?

Conflict is a state of disagreement between individuals. Individuals who are unable to effectively communicate with one another are at risk for conflict. Conflict is inevitable, and normal.

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The first step to resolve a conflict is to...

Learn yourself, before you learn others. Furthermore, confront the issue appropriately, rather than avoiding the issue.

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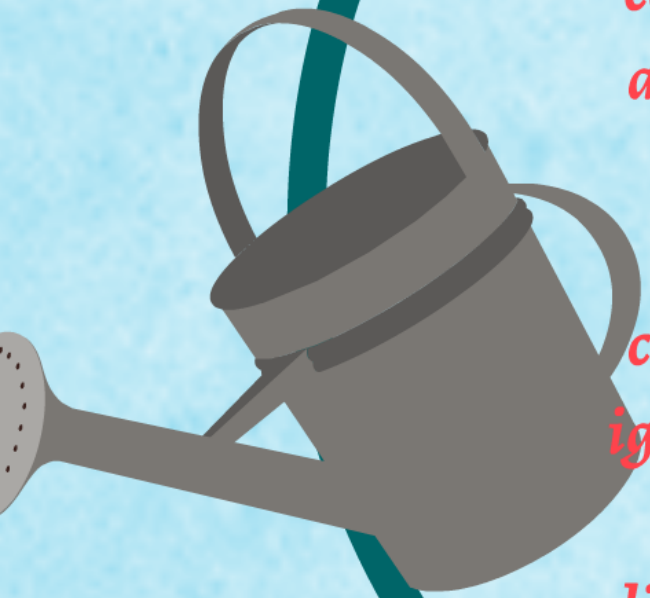
Case Study



Lucy and Jerome work for the same company, and work the same hours. Lucy and Jerome have been dating for a couple of years, but tragically ended the relationship because of a rumor. Lucy cannot work around Jerome because they ignore one another, talk about one another to their co-workers, and cause chaos/ disruption to the workplace. Neither one of them are able to communicate effectively. What should they do?

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How to resolve conflicts:

- *Practice your communication techniques & the prepare to be honest*
- *Lower your stress level before the confrontation*
- *Be open and willing to collaborate*

Communication Techniques

Providing honest feedback

- Express yourself in a careful manner
- Avoid using words that are demeaning
- Listen without interruption
- Ask questions to ensure understanding

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Lower your stress levels

High tension reduces flexibility

- High stress reduces our tolerance for conflict
- Deal with the conflict when in a relaxed state of mind
- Resolving conflict requires an amount of flexibility and understanding
- High stress levels make it difficult to communicate

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