

Must-Know Steps to Resolve Conflict at Work for Leaders



Among remote employees, 80% have encountered some form of conflict in their workplace, with 65% arising between colleagues, 19% between employees and their boss, and 11% between employees and external managers.

- *MyPerfectResume*

Top 10 Causes of Conflict at The Workplace



Unclear roles and responsibilities



Cultural differences



Underlying stress



Unconscious bias



Micromanagement



Poor communication



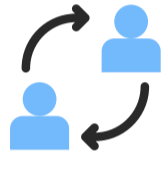
Office politics



Personality clashes



Lack of support



Change and uncertainty

Effective Conflict Resolution: 5 Steps to Finding a Solution that Works for Everyone

Step 1

Identify the issue

- Understand the root cause of the conflict
- Encourage open communication



Step 2

Listen actively

- Listen to both sides of the story
- Avoid interrupting or becoming defensive



Step 3

Collaborate on a solution

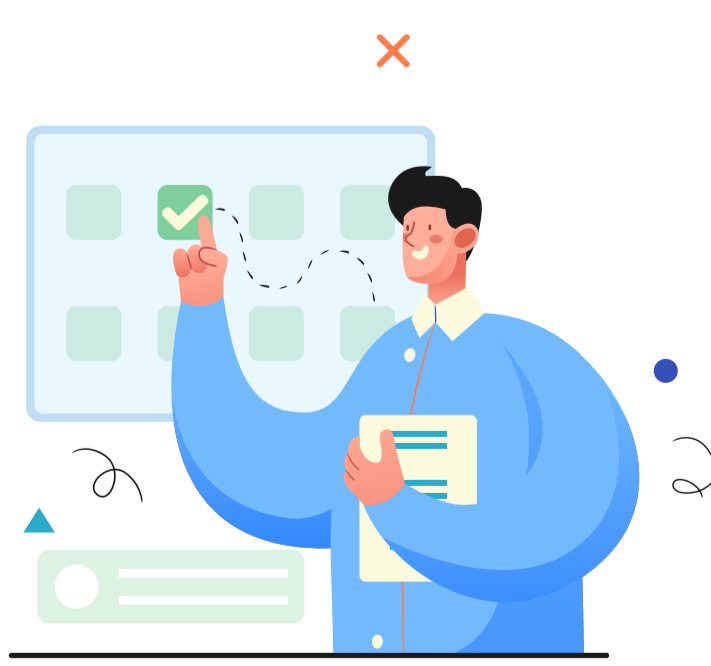
- Brainstorm potential solutions
- Choose an approach that works for everyone



Step 4

Communicate the solution

- Clearly communicate the agreed-upon solution to all parties involved
- Set expectations for future behavior and actions



Step 5

Follow up and check-in

- Check in with all parties involved to ensure the solution is working
- Offer support and assistance if needed

Workplace conflict is inevitable. The most important aspect is cultivating skills in managing conflicts and improving the confidence and competence of leaders to handle them efficiently.