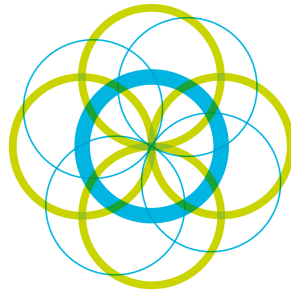


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10 WAYS TO PREVENT THE ESCALATION OF WORKPLACE CONFLICT FOR MANAGERS

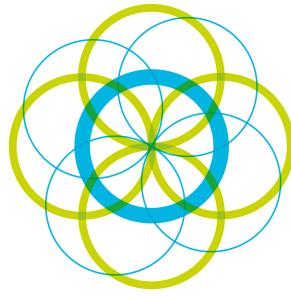
<input type="checkbox"/>	1. ACT EARLY	Do something at the first sign of distress or unrest. Waiting to see how things go often leads to conflict escalating. Usually the quicker you act, the easier the issues are to resolve.
<input type="checkbox"/>	2. APPROACH THE SITUATION SENSITIVELY	When the intervention is early and handled with care, many issues can be worked out in minutes simply by talking openly and clearing up any inaccurate assumptions, miscommunications, misperceptions, or misunderstandings.
<input type="checkbox"/>	3. ENQUIRING AND CURIOUS MIND	Approach the people involved with an enquiring and curious tone rather than an accusatory tone. "I am curious about..." "What is your view of..."
<input type="checkbox"/>	4. PERCEPTION IS REALITY	Listen with an open mind. People's perception of a situation can be completely different without it meaning that one or the other is lying.
<input type="checkbox"/>	5. LISTEN RATHER THAN JUDGE	One of the most effective conflict resolution tools is to really listen so that people feel heard. This can be enough to resolve some issues. It is not necessary to judge who is right or wrong to resolve conflict.



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<input type="checkbox"/>	6. KEEP YOUR VIEWS TO YOURSELF	One of the greatest causes of the escalation of conflict is that managers express their views and individuals feel justified in their positions.
<input type="checkbox"/>	7. ACKNOWLEDGE STRONG EMOTIONS	When people display strong emotions this usually indicates that the issue /s are really important to them. Acknowledge the importance: "I can see this is really important to you..."
<input type="checkbox"/>	8. ENCOURAGE A FUTURE-FOCUSED ATTITUDE	We cannot change the past, however we can certainly impact the future. Being clear about what we would like to see happen and expressing this to others helps to impact the future.
<input type="checkbox"/>	9. FOCUS ON NEEDS AND WHAT'S IMPORTANT	Explore what is really important to each of the people involved and what they need out of the situation. Change the focus from demands to satisfying needs and what's important.
<input type="checkbox"/>	10. BE POSITIVE	While conflict can be disruptive and difficult at times, sometimes the greatest learning and results come from well-handled conflict. being positive will encourage others to also be positive.

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WHEN TO CALL A PROFESSIONAL MEDIATOR

Many issues can be resolved in-house. Encourage your staff to let you know about issues before they escalate.

There are some issues, however, that require the assistance of a professional mediator.

If the conflict involves one or more of the following we recommend you call in a professional mediator:

1. More than two people are involved
2. The issues are complex
3. There are suspected mental health issues
4. A formal grievance has been lodged
5. A workers' compensation or bullying claim has been lodged (in some circumstances mediation can be effective in resolving many of the issues surrounding these types of claims)

Call 1300 646 338 for confidential advice on how to resolve your workplace conflict.

Caryn Cridland is the Director of Mindful Mediation, a specialist workplace mediation, facilitation, coaching, and training organisation that provides services to leading organisations around Australia.

Caryn is a Registered Psychologist, Lawyer, Nationally Accredited Mediator, and Leadership Consultant. She has successfully resolved hundreds of workplace mediations at all levels of an organisations in many different industries.



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