



This video is all about you.

Not you in your role as a team leader. Not you as a supervisor supervising someone else dealing with their own conflict or causing conflict for someone else. This one is all about you in your role as a staff at an organization who has likely dealt with a lot of conflict in the past, will probably deal with a lot of conflict in the future, and might even be dealing with some conflict right now.

Because as I keep repeating- conflict is everywhere. This 85% number reinforces that- even though I still think it should be a 100%- and how you handle conflict is going to impact your effectiveness, your productivity, your performance, and your well-being.

This is the only time I'll mention you being a leader. It impacts your effectiveness as a leader.

So what about confronting conflict is challenging for you?

And is it the same challenge in the workplace as it is outside of it?

What might that mean for you?

How can you shift your mindset to better serve you?

When you're deciding whether or not to confront conflict, it's important to consider when you should, when you shouldn't, and when you have to.

Obviously if you have to you have to in issues of legality. You have no choice.

But the should and the shouldn't is going to be unique to you. Your should might be very different from my should. You need to think about what is best for you.

It's also important to consider what the relationship is with the person you're considering confronting.

What is the hierarchy?

Confronting a colleague is a very different situation than confronting your boss.

What are the potential benefits and what are the potential consequences?

It's also important to remember anytime we confront somebody but especially when it comes to conflict.

What is your confrontation style?

What is the confrontation style of the person you want to confront?



What is your confrontation history? Might you be better served and get the result that you want if you adjust your confrontation style based on what works best for the person that you are confronting?

Also, do you have a history of confrontation with that person and or do you know of a history they've had with others that might inform how you approach them?

When it comes to conflict, it's important to remember to take a step back and take ownership of your role in it. It's very easy for us, especially when we're really emotional about what's going on to blame everything on the other person. That almost never solves anything.

Make sure that you're owning your part and that you're apologizing for your part in the conflict.

I always tell people I work with, especially people who struggle with the words sometimes or their emotions get the better of them. I always tell them that disclaimers go a long way. They don't solve everything but they do go a long way. If you know that you're someone who gets tongue-tied or who sometimes doesn't say things the best way that they can be said like right this minute for me or if you're somebody whose voice starts to get really loud as you start to get more animated and upset, it can go a long way to mention that ahead of time. To say, 'I don't mean to be disrespectful' or 'sometimes my voice gets really loud. And that's just what happens when I start talking' or 'sometimes I don't say things as clearly as I'd like to so if you don't understand, please ask me'.

Then you've sort of gotten ahead of it. Again, it's not going to solve everything but at least you've gotten a little bit ahead of it and it might pave the way a little bit and maybe it's just enough to make that conversation go the way you want it to go.

If there is a hierarchy involved then you might as well recognize it. I should have put my little elephant in there because people are aware of it, right?

Make sure that you recognize it as well.

Be honest about your real motivation. You know what it's like to be in a conversation with someone when you're sitting there thinking, 'what's going on here? What are they really getting at? Is there an ulterior motive? What is this conversation even about?'

Be as upfront and transparent as you humanly can to be really honest with the person about what your motivation is.

Also be honest with yourself. Are you addressing this because you're trying to solve something or get to a better solution or is there something really self-serving maybe even a little petty or vengeful about it?



Really check yourself before you have the conversation to make sure that you're doing it for a good reason.

Also think about are you in a position to focus really only on your own needs?

We've talked a lot throughout these videos about win-win and making sure you're both happy when you leave the table, but there are going to be situations where it's perfectly fine for you to focus on your own needs.

When you are trying to advocate for something that you really need now. You might want to frame it in a way that shows the other person how it's meeting their needs.

But you might really be in it just for you and that was that confrontation style.

We call it competitive when you're looking out for your own needs. This is certainly true.

If you've been the victim of harassment, bullying, or discrimination, you have got to look out for yourself in those situations. But those aren't the only ones so really think about. Is this a situation where I can focus on what I want and what I need and not really focus too much on the other person?

So, the most important question for you is how can you more effectively address your own conflicts at work?