



Dealing with Conflict

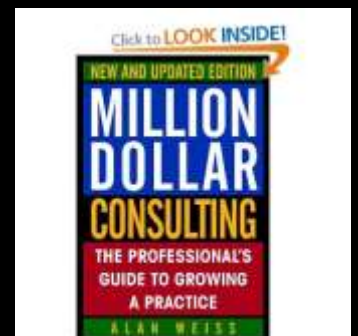
Ongoing conflict in the work place is unprofessional, emotionally draining and if not dealt with can lead to claims of bullying, harassment or customer dissatisfaction. Effective managers are proactive when dealing with conflict and manage to keep differences of opinion to healthy debate focused on achieving desirable business outcomes rather than draining time and energy on petty and personal issues. Below are 15 steps to effectively dealing with conflict.

1. If possible go to a private area
2. Let the person vent
3. Actively listen
4. Use positive open body language
5. Show empathy
6. Acknowledge that you understand that they are upset, angry or frustrated
7. Keep calm and professional, do not be side tracked by the person becoming emotional (i.e. crying, shouting)
8. Do not attribute blame
9. Find out what solutions the person wants
10. Focus on what you can do
11. When possible provide options
12. Work towards getting an agreed on solution
13. If you are not able to provide a solution straight away let them know what action you will take and when you will be able to get back to them.
14. Follow up after the event to ensure that they are happy with the outcome
15. Do not lose your confidence in dealing with that person in the future. You need to work on building the relationship and trust again.



Phoebe Kitto and Rebecca Munro,
the HR Dynamics team.

Great Reads



Smaller staff, greater job complexity, and higher performance goals are boosting the demand for consultants. Updated, with new information on handling competition, high-tech consulting, and media positioning this acclaimed how-to resource gives consultants the tools and advice they need to grow. Step by step it shows how to raise capital, reel in new clients, set fees, accelerate growth, and more. Available on amazon.com

May 2010



Small Business Online Initiative

The Small Business Online program is an AusIndustry initiative offering grants to service providers who can provide 'free or low cost' skills development, training and mentoring services to small and home-based business to help them go online, or improve their web presence and e-business capability.

The Small Business Online initiative will equip small businesses to go online and improve their web facilities and engage in e-business capabilities enabling them to take full advantage of the National Broadband Network.

Contact: If you would like to find out more about the Federal Government's Small Business Online program, please contact the AusIndustry hotline on 13 28 46 or hotline@ausindustry.gov.au.



Australian Employment Covenant

The AEC is an initiative aimed at securing 50,000 sustainable jobs for Indigenous Australians. Backed by a three-way commitment between Australian Employers, the Australian Government and Indigenous people, this landmark initiative seeks to break the vicious cycle of unemployment and poverty amongst Indigenous Australians by adopting a "learn or earn policy" for all those who have the capacity to work.

This policy will see 50,000 Indigenous Australians receive training tailored to meet employers' specifications, creating clear and encouraging outcomes for Indigenous training programs. In addition, 50,000 workplace mentors will provide much needed support to each Indigenous Australian as they continually develop in their new role.

The AEC represents a major commitment to the future of Indigenous Australians by providing those prepared to work with a clear pathway to employment and the ability to reach their full potential.



For more information on our cost effective staff management solutions, contact HR Dynamics. HR process work starts from \$70 per hour and training starts from as little as \$220 per session.

Phoebe Kitto & Rebecca Munro
Human Resource Dynamics
PO Box 12322, CAIRNS 4870
Phoebe@hrdynamics.com.au 0438 725 946
Rebecca@hrdynamics.com.au 0418 713 523
www.hrdynamics.com.au