

CONFLICT SOLUTIONS

Fixing Workplace Conflict

Exit 2: Resolution

Expert Advice to Resolve Workplace Discord

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Sunny, MA
Consultant

When I asked the CEO what would happen if two key directors didn't resolve their ongoing conflict, he responded, "I guess we'll just limp along with the status quo."

At In-Accord, we often hear some version of that response during our initial consultations.

When teams stumble forward, it looks different for each situation. In this case, a highly-skilled, dedicated department director was allowed to retain excessive ownership of each facet of work within the department. The team readily interpreted this extreme attention to minutiae as a lack of trust. Small flare-ups ensued, subtle sabotage was performed, and elaborate workarounds were concocted. I'm sure you can imagine other symptoms that arose in this dynamic.

Somewhere along the evolution of such dysfunction, upper management may become exhausted by the endless churn and lost productivity, finally delivering the "exasperated" lecture:

- You don't need to be friends, but you need to work together
- It's time to forget the past and move forward
- Knock it off and get back to work

Unfortunately, that's like treating malaria with a cup of herbal tea. It might smell and taste good to the person stewing the leaves (dispensing the advice), but it doesn't do anything to cure the underlying disease.

While organizations have many options for attending to internal conflict, we'll consider two.

To understand the most common solution, reread the CEO's response to my question: "I guess we'll just limp along with the status quo."

While inaction might feel like the easiest route, it's paved with innumerable speed bumps, detours, "wrong way" signage, and—more than anything—a bizarre, Escher-like traffic circle without an exit.

The other option is to heed the sign ahead that says, "Exit 2: Resolution." This requires you to act by intentionally turning away from the trodden path and heading into uncharted terrain. When you take this route, it'll initially feel like you're slogging up a steep, slow incline.

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Contact In-Accord when the situation is too hot to handle internally but too mission-critical to ignore.



IN ACCORD
Fixing Workplace Conflict
1327 SE Tacoma St. #132
Portland, OR 97202
503-723-9982
info@inaccordnw.com

3 Ways to Build an Even Greater Organization:

- 1 Conflict Management Training
- 2 Group Facilitation
- 3 Conflict Resolution



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However, by creating a forum where disputing employees can engage in an authentic dialogue about what is occurring in their relationship—and the surrounding forces that contribute to their problems—you ensure the best opportunity for them to solve the real problems and break out of the infinite conflict loop.

You can do it yourself if you have the skill set and patience. If you don't, know that this is what In-Accord does every day.

People often say, "Drive Safe." But most of us prefer "Drive towards your destination."

Perspective:

The merger of two black holes briefly pumps out 50X more power than every star in the universe.

Conflict Management Training:

1

In-Accord provides practical knowledge for employees to handle conflict.

The topics covered include:

- Constructive Conflict
- Manager as Mediator
- Communication under Stress



Group Facilitation:

2

In-Accord can help groups of any size create detailed action plans while maximizing energy and minimizing discord.



Conflict Resolution:

3

A skilled facilitator helps staff communicate and negotiate with each other in order to improve their interaction and productivity.



"Without hesitation, I would recommend In-Accord to any business looking for professional, confidential, and meaningful conflict resolution in the workplace. Their staff was kind, honest and treated everyone involved with respect and without judgement."

**-Kyle Chown, President
Chown Hardware**