

QUICK TIPS – *Defusing Conflict*

Conflict situations can arise for a variety of reasons, including:

- ◆ Inadequate performance
- ◆ Inappropriate behaviour
- ◆ Missed assignments
- ◆ Conflicting priorities
- ◆ Competing agendas
- ◆ Opposing viewpoints
- ◆ Discordant personalities

In order to defuse a conflict:

- ◆ De-escalate emotions
- ◆ De-personalize the situation
- ◆ Focus on the observed performance or behaviour
- ◆ Seek points of agreement
- ◆ Refer to the original Plan or goal
- ◆ Re-visit the Code of Conduct

If the situation lacks an agreed-upon Plan or the goal was open to interpretation or a Code of Conduct was not originally established, then these could be the root cause of the conflict. In such circumstances, these foundation pieces probably need to be developed before the conflict can be resolved fully.

If a Plan and a Code of Conduct previously were established, then these can serve as the impartial reference points in framing a conversation.

- ◆ Cycled back and re-affirm the deliverables in the Plan.
- ◆ Explore the types of support that might be required to execute these successfully.
- ◆ Review the elements of the Code of Conduct.
- ◆ Establish consequences.
- ◆ Secure a re-commitment.

A conflict situation can be a very uncomfortable dynamic and many people prefer avoidance. But a conflict won't fix itself, so a conversation really is required. The described approach generally will prove successful in defusing conflict. Try it.

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