

How to resolve conflict with employees?

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As an HR executive, you should be aware that leadership and conflict go hand-in-hand. Therefore, often you're thrown into a conflict between two employees and you are required to resolve it. At such times, don't avoid facing it, instead face it for the resolution- it's your job! You have to understand that conflicts at a workplace are unavoidable.



What you need to do?

1. You need to understand that it's you who has to tackle and come up with a sensible solution, which is the need of the hour.
2. You need to develop the ability to recognize the conflict, understand its nature and intensity.
3. Having done that, bring about a resolution to the conflict and take swift action to avoid any inconvenience at the workplace.

Here are a few guidelines on how to deal with a conflict at your workplace:



Address it directly:

Waste no more time, on having detected a conflict, catch hold of the two parties involved directly. Emphasize to the two employees involved that you wish to address the fight/ disagreement. Ask them to talk about the issue. While speaking to them, speak in simple English to avoid any further misunderstanding.

Listen to both sides:

Speak with either party to get to the root of the problem. Take into perspective both the point of views and focus on the point of agitation. In addition, along with the emotional aspect make sure to spell out the facts and discuss the event from a professional point of view that actually led up to the inflamed situation.

Call for a joint discussion:

Have both the parties walk into your cabin to discuss the issue and hear each other's opinion about the same. At such times, you get an opportunity to let the people discuss the issue face to face and practically solve the issue.

A matured common ground:

The above step is bound to resolve the issue half way through, though you are required to push the conversation to a common ground of agreement. While doing so, make use of daily English yet keeping your English communication skills professional and up to the mark.

Confront negative feelings:

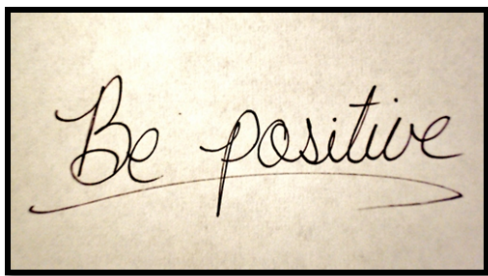
It is important for you to encourage the employees to confront all the negative feelings that came up during the argument. Not doing so will have them keep it in their heart, which eventually could result in an undesired outburst eventually.

Encourage compromise:

In an argument, both the parties would have said something they don't really mean. It is important for you to show this fact to them and ask them to compromise. A little compromise on both ends will take both a long way.

Be positive:

Whenever resolving a conflict at work, make sure to be positive. It is important that you exude positivity to enforce the same on to the employees.



While tackling major issues like these, it is important for you to [speak English professionally](#) and [influently English](#). This will set a good example for your employees and would enable them too to keep a tab on their language and work on their communication skills.

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- By Monika Agarwal

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