



## CONFLICT RESOLUTION = POSITIVE CHANGE

**Should supervisors participate in conflict resolution sessions with employees, or refer these issues to the EAP? It all seems a bit intimidating.**

Helping employees resolve differences is an important supervisory skill. It is a myth that you must be formally



### Leadership Orientation Session B

June 15, 2018  
Sheldon, IA - NCC  
8:30am - 11:30am

#### CONTACT US TODAY:

Please contact our office by calling 800-779-6125 or e-mailing Joy (joy@connectionseap.com) for more information or register online at:

[www.connectionseap.com](http://www.connectionseap.com)

trained to sit down with two warring workers and help them resolve differences. Find an approach that matches your personality, work style and job setting. One effective model:

- Meet with both employees together and have each explain their side of the conflict. Don't make judgments, just listen.
- Next, meet with each employee separately and encourage a full venting. Use your active listening skills (listen empathically, restate what you've heard, ask if your restatement is correct, listen again)
- Further, while meeting individually, require a resolution plan. If none is forthcoming give a deadline in the near future (tomorrow?) for the resolution plan!

#### ATTENTION: SUPERVISORS, MANAGERS, ADMINISTRATORS:

**Session A:** "Leadership Orientation to the EAP", is always available on the website - for new leadership employees or as a refresher course.

Each employer has their own unique user name and password for the leadership section and also a username and password for the employee section. Please check your wallet cards or contact your HR department for your username and password.

Website Information – Webinars, skill builders, articles and much more are available in the Work/Life Services site. Log in on Connections website, and you will find this site in the drop down menus under Employee or Leadership Resources. (To access webinars, continue to scroll down on the Work/Life Services opening page. All webinars are archived for later viewing.)

Information provided in this newsletter is for general information purposes only and is not intended to be specific guidance for any particular supervisor or human resource management concern. For specific guidance on handling individual employee concerns, consult with an EAP counselor.

Copyright 1998, FHG.

After these three meetings, you will witness a dramatic temporary diminishment of tension. This comes from venting and anticipation of change that each employee experiences. Then meet together, discuss ideas—theirs and yours—and write an agreement. Follow up in a week and again in four weeks. Reinforce positive change. Consult with the EAP if needed along the way. Refer the employee when behavior which re-ignites the conflict is observed to the EAP. Refer him/her not for 'fighting' but rather cite the very specific words or behavior reigniting the fight. Give a strong message of accountability, boundaries and expectations for the conflict's resolution.