



CONFLICT RESOLUTION

Should supervisors participate in conflict resolution sessions with employees, or refer these issues to the EAP? Or Should I immediately engage our HR department?



“A mediator hasn’t worked, so I brought in everyone’s moms.”

Helping employees resolve differences is an important supervisory skill. Many supervisors can sit down with two warring workers and help them resolve differences. One effective model entails meeting with both employees together and having each explain their side of the conflict. Don’t make judgments, just listen. Next, meet each employee *separately* and encourage a full venting. Listen empathically. Ask each party questions such as:

- ‘What solution can you suggest?’
- ‘What do you imagine will be acceptable to the other party in your solution?’

- ‘What do you imagine will be unacceptable regarding your suggested solution?’

After these three meetings be alert and observant; the problem may be resolved, or you can see temporary relief because venting to a good listener may reduce some stress and related anxiety. Follow up with all parties in a week and again in four weeks. Reinforce positive change. Consult with the EAP and/or HR department through-out this process as you sense the need.

Leadership Orientation Session B

*Please watch for upcoming classes.

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

ATTENTION: SUPERVISORS, MANAGERS, ADMINISTRATORS:

Session A: “Leadership Orientation to the EAP”, is always available on the website. Please check your wallet cards or contact your HR department for your username and password.

Website Information – Webinars and skill builders are available in the Work/Life Services site. Log in on Connections website go to Employee or Leadership Resources tab to access webinars, continue to scroll down on the Work/Life Services opening page. (All webinars are archived for later viewing.)

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