



**NATIONAL
CONFLICT
RESOLUTION
CENTER™**



COMMUNICATION TOOLKIT

FOR THE WORKPLACE

10 TIPS FOR MANAGING CONFLICT

1 Work on trying to be thoughtful instead of trying to prove that you are right.

2 Acknowledge that you have a right to your feelings and that it is okay for you to be upset. By doing so, you will be able to move through your own emotions better. Then, you will be able to accept the other person's reactions.

3 Let go of believing that you own the only truth about the situation.

4 Recognize that ignoring or attacking the other person rarely gets you what you need.

5 Do what you can to really listen to the other person. As much as possible, show genuine curiosity about what led them to their opinion of the situation.

6 Ask yourself: how can I say what I want to tell them in a way that they can hear it?

7 Know this: almost all conflicts have their basis in an underlying need not being met (respect, acknowledgement, acceptance, fairness, etc.). The more you can communicate your needs, instead of your complaints, the better off you will be.

8 Take time before you talk. It is hard to think clearly when one is angry.

9 Don't be afraid to acknowledge any responsibility for mistakes you might have made. Also, acknowledge what the other person is right about. These gestures go a long way to build momentum in moving forward.

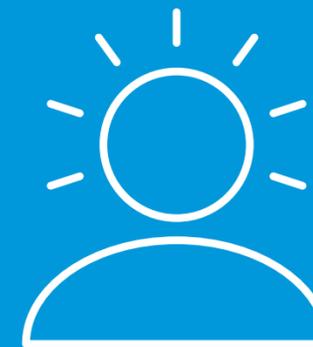
10 No matter what you are doing to de-escalate the situation and no matter what the other person may be doing that might escalate it, always come from a place of respect, understanding, and humility.

[INTERESTED IN A WORKSHOP TO LEARN MORE?](#) →

THE ART OF COMMUNICATION

A CTIVE AWARENESS

- Recognize style difference
- Check your bias and your ego
- Process your perceptions



R ESPOND RESPECTFULLY

- Demonstrate understanding; acknowledge and identify interests
- Ask open-ended questions
- Acknowledge your responsibility



T ROUBLESHOOT TOGETHER

- Tell your perspective in a nonconfrontational way
- Ensure all interests are met
- End on a positive note



DO YOU WANT TO LEARN HOW TO
APPLY THIS IN YOUR LIFE? →

HAVE YOU CONSIDERED HOW TO USE
THIS WITH CLIENTS? →

BE INCLUSIVE

Recognize that you have unconscious bias that impacts how you see and treat others.

Connect with people who are different to make new and positive associations.

Adopt a stance of cultural humility.

Celebrate, rather than criticize, the fact that humans have different ways of expressing their emotions and communicating their needs.

Be present. Listen to, see, and acknowledge others.

Create psychological safety around you by showing support and kindness.

Remember that all humans are complex and have multiple aspects of who they are that are important to them.

LEARN TO HAVE A MORE INCLUSIVE DAILY OUTLOOK →

ADDRESSING RED FLAG BEHAVIOR

EFFECTIVE UPSTANDER RESPONSES

IN THE MOMENT



DISTRACTION: The Upstander sees a situation developing and does something in the moment to divert attention away from the offensive behavior. This distraction might include humor or somehow changing the conversation away from the questionable comment.

DIRECT: The Upstander directly communicates with the Person Responsible in the moment. To preserve the relationship, tact and a diplomatic approach are utilized.

ADDRESSING RED FLAG BEHAVIOR

EFFECTIVE UPSTANDER RESPONSES

AFTER THE INCIDENT

DELEGATION: In workplaces, the Upstander might report the situation to Human Resources. In communities, the Upstander might ask someone who knows the Person Responsible or the Target better or may have more influence on them.

DIALOGUE: The Upstander has a private conversation with the Person Responsible or the Target to communicate their concerns in a nonconfrontational, but clear, manner.



DO YOU WANT TO BE AN UPSTANDER? →

GIVING FEEDBACK

Considered to be one of the essential skills of effective leadership, giving constructive feedback is also one of the most dreaded tasks of many. People tend to avoid these conversations because of the perceived risk of confronting problematic behavior. However, the right process can help make these difficult conversations meaningful and successful.

PREPARATION

- Identify key issues and concerns
- Develop an agenda
- Prepare yourself for the meeting

MANAGING THE DISCUSSION

- Address the issues in a clear, nonjudgmental way
- Explain the impact of the unwanted behavior
- Allow the other person to express their perspective and reaction

FACILITATING PROBLEM-SOLVING

- Clarify expectations
- Identify and determine possibilities for resolving the issues
- Create an action plan

WANT TO KNOW MORE ABOUT
SUCCESSFULLY GIVING FEEDBACK?



THE ART & SCIENCE OF HIGH PERFORMANCE TEAMS

A HIGH PERFORMANCE TEAM:

- 1 Demonstrates vision and passion for the work.
- 2 Demonstrates respectful behavior in the work environment.
- 3 Is psychologically safe for all employees.
- 4 Manages conflict effectively.
- 5 Creates a fair work environment.
- 6 Sets clear standards.
- 7 Sets clear goals and expectations.
- 8 Acknowledges strengths and gives constructive feedback.

**ARE YOU A LEADER WHO WANTS TO
CREATE THIS KIND OF TEAM?**



CONTACT US

Learn more about NCRC's training opportunities and resources.

Visit [NCRCOnline.com](https://www.ncrconline.com)

Or contact Ashley Virtue at avirtue@ncrconline.com or
(619) 238-2400 x221



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