

Welfare Awareness Topic: Handling Workplace Conflict

Overview: *Most offices are calm and professional places, but when you have a diverse group of people with differing opinions, there always exists the potential for workplace conflict. While this should be handled by your Manager/HR team, there are skills you can use to handle things in a professional manner. Sometimes you will meet people you don't get along with, but it is important to reflect on your actions, get to know the person, and find a strategy to communicate better- focusing on the things you have in common rather than differences.*

Here of some of our top tips for handling workplace conflict:

- **Remain positive** – Approaching any potential conflict with a positive, calm attitude will immediately stand you in good stead- take a step back and assess the situation rather than react.
- **Seek amicable resolutions** – Remember that you do not need to agree on everything with all colleagues- try and see things from a different perspective, working together for your common goal. Use techniques like compromise and finding a mutual solution.
- **Get to the heart of the matter** – Try not to react to a situation before you have had time to think through the area of disagreement and try to get to the root cause. This will avoid any unnecessary arguments and will mean a resolution can be reached in an efficient and methodical way.
- **Consider that you may be at fault** – Take a minute to think about how you have reacted in the situation and if any fault lies with you. Sometimes saying sorry is all it takes to resolve a situation.
- **Develop a strategy** – consider ways of managing the conflict, as well as strategies you can use to prevent it in the future. Techniques like mediation or practicing mindfulness might help de-escalate a situation as you can practice ways to approach the conflict non-judgementally.
- **Next steps** – If things haven't been resolved and it is affecting your work then this must be handled by your manager/HR. When matters get out of hand, any relevant events must be logged so that you can build a case history. This may help if the matter develops into a more serious one.

Disciplinary Action: If your employer has concerns about your work, conduct or absence, before taking formal disciplinary action, they might try to raise the matter informally with you. However, they can go straight to their formal disciplinary procedures, which are a set way for an employer to deal with disciplinary issues. Familiarise yourself with your employer's disciplinary procedures, to ensure you behave in a way that your employer expects, preventing the need for this action taking place.

Handling Redundancy: Redundancy is a form of dismissal from your job, occurring when employers need a reduction in their workforce. Losing a job is a huge adjustment and it is normal to experience a range of emotions, but please try to not take it personally- the job is being made redundant- not you. If you need support through this difficult time, [Mind](#) has some amazing health and wellbeing resources.

Article/Source / Find out more:

If you are experiencing workplace conflict, might be facing redundancy, or are seeking advice, please visit these websites for help and advice.

- This [Healthy Relationship Toolkit](#) has great advice and tips for healthy relationships, and can be used to start the conversation around healthy relationships and consent.
- [Samaritans](#) – offers support for individuals experiencing emotional distress
- Check out [the 7 C's of communication](#) to ensure you are communicating effectively, and that your message will be received as intended.
- If you are experiencing workplace conflict, you can visit [ACAS](#), who give employers and employees free, impartial advice on workplace rights, rules, and best practice. [Stonewall](#) can give advice and support to those from LGBTQ+ communities, you can call their information service on 0800 050 2020.
- [This article on self care](#) outlines what it is, and why it is so important, [Mindful](#) have some great tips on [practicing mindfulness](#), and [Mind](#) have some [great tips on how to be mentally healthy at work](#).

Support If you would like to talk to the safeguarding team about anything you have just read, we will listen without judgement and signpost you to support. If you would like to talk to a member of the Safeguarding Team then please get in touch: safeguarding@bpp.com