

# WORKPLACE CONFLICT

## Productive Conflict Management

### What is productive conflict?

The ability to understand negative, destructive behaviors within conflict and turn it into meaningful, effective engagement. This is done by creating self-awareness and understanding each individual's behaviors to improve communication.



### Effects of Negative Conflict



Say it decreases productivity



Say it kills team morale

<http://everythingdisc.com/Solutions/Productive-Conflict.aspx>  
<https://www.inc.com/graham-winfrey/the-shocking-cost-of-workplace-conflicts.html>

### What Causes Conflict?



Communication



Emotions

<https://www.forbes.com/sites/mikemyatt/2012/02/22/5-keys-to-dealing-with-workplace-conflict/#2d547d61e95c>

### Ways to Encourage Productive Conflict

Since conflict is pretty inevitable, avoidance isn't really a sustainable option. Instead, it's best to understand the situation and encourage meaningful work conflict that'll help build effective problem solving and team relationships.



#### Provide a Safe & Inclusive Environment

Define the company culture to allow differences among team, but emphasize that everyone is working towards the same goal



#### Encourage Feedback & Support

Allow open collaboration, recognition, appreciation and support during team meetings



#### Be Respectful & Hear Each Other Out

Don't jump to any conclusions and take the time to listen to everyone's perspective.



#### Communicate Effectively

Determine the best method to resolve conflict (in-person, phone or email).

Find out how to develop productive conflict by contacting Dragonfly Consultants

[www.DragonflyConsultants.net](http://www.DragonflyConsultants.net)

[info@dragonflyconsultants.net](mailto:info@dragonflyconsultants.net)

(323) 682 - 0494

