

Whether we know it or not, we all use conflict resolution and negotiating skills almost every day. Some of us have a tool box full of formally developed skills that we have worked hard to gather together and others of us use tried and true methods that we have learned through life and the school of hard knocks. One thing that becomes very clear when we are dealing with a conflict is that some resolution methods work better than others. How a resolution method or skill works often depends on the nature of the conflict and who is involved.

When our resolution skills and tools work well, conflict can be a positive experience that produces personal growth, insight into other's view of the world and often better and more productive relationships.

When we avoid conflict or use ineffective resolution methods, conflict can take a turn for the worst becoming a negative experience that diminishes our relationships with others, undermines our own sense of self worth and seriously affects our health and productivity.

To find out more about
Conflict Resolution and how it can
benefit you and your situation contact
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RESOLVING

CONFLICT

ACTIVELY

a part of everyday life

Are you experiencing a conflict in the workplace? Perhaps it is a disagreement or difference of opinion. Maybe you feel unfairly treated. Perhaps you are experiencing a personality conflict with a co-worker that is causing strain in the relationship.

Conflict can take many forms and affects each person differently. The reality is, unresolved differences can negatively affect your work environment and your work team. Some of the signs of unresolved conflict may include:

- Sleepless nights
- Anger, or uncontrollable outbursts
- Frustration
- Resentment
- Distrust
- Lower work productivity
- A lack of energy
- Low self esteem
- Feeling stressed
- Being easily distracted
- Fear, or
- Taking it out on family members

Workplace Relations Consultants, in the Public Service Commission, Staff Relations Branch can help you resolve differences through practical and innovative conflict resolution techniques and personal skill development.

Conflict Resolution

To build healthy relationships, everyone needs to know how to address and resolve differences. Conflict resolution is a way of settling disputes using an objective third party to facilitate face-to-face meetings with disputing parties. The goal is for participants to reach a mutually beneficial understanding, agreement and resolution of the issue.

Workplace Relations Consultants can also help you develop the tools to resolve a conflict on your own.

Conflict resolution is a strategy that:

- Brings people together to talk about their conflict;
- Requires people to accept responsibility for working out a resolution that everyone can live with;
- Helps people to communicate and work together, to find their own solutions to problems;
- Challenges people to improve their way of dealing with conflict or disputes; and,
- Helps to establish effective communication, clarify misperceptions, deal with strong emotions and build the trust necessary for cooperative problem solving.

You build it

Workplace Relations Consultants can help you develop a conflict resolution strategy to address your individual situation. By resolving conflicts actively you are a responsible participant in finding the solution. When you help create the solution you are more satisfied with the resolution and you take ownership for its implementation.

Whether you are working alone with your consultant or in conjunction with another person in a disagreement, you will help shape the outcome in a win-win approach.

Confidentiality

Our services are confidential and informal. We will work with you to design a level of support that will suit your situation.