

Interpersonal Conflicts – Dealing Head On With the Face to Face.

Conflicts come in all shapes and sizes. Sometimes they're expected - sometimes hit us by surprise and seems to come out of nowhere. Conflict can be based on everything from opposing interests and agendas, to clashes in personality and style. Basically, anytime you put people together into a working environment some degree of conflict is inevitable. However when conflict in the workplace occurs, either with customers, clients, or so-workers, it stands in the way of peak performance.

Conflict leads to lower morale; it can lead to an increase in absenteeism, and certainly decreases efficiency and output. Human Resource professionals estimate that managers spend at least 25 percent of their time resolving conflicts in the workplace. These same professionals always suggest that the best way to resolve inter-office conflicts is to face the problem head on in a face to face manner. They suggest that using notes, email, or memos are the least productive way to resolve differences. Yet that one-on-one face to face communication is the very one most of us find the most difficult.

New Zealand based Motivational Trainer Edmond Otis specializes in teaching people how to resolve workplace conflicts face to face. Mr. Otis says, that the key to resolving workplace conflicts is trying to see that they do not occur in the first place. While Mr. Otis agrees that in the workplace some conflict is unavoidable, "creating an atmosphere where people are trained to communicate effectively, be flexible yet decisive, and handle strong emotions can minimize it". Employers and managers also need to foster an environment where people feel comfortable in being themselves and expressing their opinions, as long as that stays within the boundaries of acceptable business behavior and practices.

However when the inevitable conflict does occur Edmond Otis says there are many techniques that can be learned to keep things cool even when they get toe-to toe. Mr. Otis says the number one rule of work-based conflict is to remember that its is not personal. When resolving a conflict with a customer or coworker, understand that 65% of communication is non-verbal. By taking command of your non-verbal cues, you can keep a situation under control and better achieve your goals. Maintain a respectful verbal and physical distance from the individual. Control your breathing. Use eye contact to establish a communication that shows you recognize and understand the other persons point-of-view. You can diffuse tension by adopting a posture that is neutral and non-threatening.

Many employees think that avoiding conflict is often the easiest way to deal with it. But there is a difference between preventing conflict, and simply avoiding it. Avoiding conflict does not make it go away but only manages to push it underground, where it stews only to resurface in a new and maybe more destructive form. Understanding and using the principles of face to face conflict resolution will allow you to achieve peak performance, while preserving important working relationships. By proactively preventing conflict and actively resolving it when it occurs, you can create a more positive work environment for everyone.

Edmond Otis is a keynote speaker and motivational trainer dedicated to giving entrepreneurs, business owners, and key executives the tools they need for success. He has recently reallocated with his family from California to Hawkes Bay New Zealand. To learn more about his services to go www.EdmondOtis.co.nz