

Conflict? Not under my roof!

Stress, anxiety or a new way of working may be a potential source of conflict among colleagues working remotely or with family members.

Everyone seeks to achieve personal goals. But sometimes, some of these goals may not align with the common goal or the personal goals of others.

Conflict is based on the perception and interpretation of facts. A conflict is loaded with emotions, and it is these emotions that make a conflict so intense.



COVID-19 SPECIAL

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Some advice...



Expressing my discomfort in a respectful manner

"To express oneself without criticism or reproach."

- Identify my discomfort: causes, impacts and how I feel about the situation.
- Make sure the message is clear in my mind.
- Express my expectations, my needs using the "I".
- Present facts: beware of interpretations and perceptions!
- Listen to the other person.
- Pay attention to the words used, my tone of voice and my body language: verbal and non-verbal communication.
- Agree with the other person on actions to take.



Adopting the right style

Everyone has their own way of dealing with conflict. In some cases this may be appropriate to the situation, but in others, quite the opposite. Most of the time, the best style to adopt is the one that leads to a mutually acceptable solution. This is called a collaborative style, and to a lesser degree, a style focused on compromise.



Don't wait for time to smooth things over!

The longer you wait to intervene, the harder it becomes to act and the greater the impact on the relationship with the other person.