



# Conflict Resolution

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## Conflict – to step in or not



## Factors in conflicts

- Employee Skill Level to Address
- Duration of Conflict
- Intensity Level/Escalation
- Impact on Others
- Impact on Productivity
- Legal Implications
- Time Available to Address
- Others



## Conflict strategies

- Wait & See
- Suggest they work it out on their own
- Give advice on potential actions
- Coach employee to have a conversation
- Facilitate a conversation
- Involve your HR staff
- Start performance management process
- Mediate (HR or 3<sup>rd</sup> party)
- Discipline



## Conflict response categories

	Constructive	Destructive
Active	Perspective Taking Creating Solutions Expressing Emotions Reaching Out	Winning at All Costs Displaying Anger Demeaning Others Retaliating
Passive	Reflective Thinking Delay Responding Adapting	Avoiding Yielding Hiding Emotions Self Criticizing



## Conflict facilitation model

1. Frame the Conversation
2. Discuss and Define the Problem
3. Jointly Develop a Desired Outcome
4. Determine a Plan for Achieving the Outcome
5. Commit to Follow Up



WE ARE  
*what we*  
**REPEATEDLY**  
*do.*  
**{ EXCELLENCE, }**  
then,  
IS NOT AN ACT,  
*but a*  
**HABIT.**  
*Aristotle*



Thank You



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