

WHAT TO DO WHEN

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# CONFLICT HAPPENS

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EVERY EMPLOYEE'S GUIDE TO  
RESOLVING WORKPLACE PROBLEMS

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A WALK THE TALK® RESOURCE

# WHAT TO DO WHEN **CONFLICT** HAPPENS

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Sooner or later you will find yourself involved in a CONFLICT with someone at work. Maybe the person will offend or otherwise “wrong” you in some way. Perhaps you’ll feel that he or she has inappropriately interfered with your plans and activities. Or it could be that a difference of opinion about a workplace issue will grow into a strong and emotionally-charged disagreement.

Whenever it occurs, your focus will be interrupted, your stomach will churn, and your ability to do your very best work will be hampered. It will stick in your mind – affecting both your attitude and your behavior. Regardless of the nature of the issue, or what led up to it, there will be a problem – and it will need to be addressed. The question is ...

## WHAT ARE **YOU** GOING TO DO?

What To Do When CONFLICT HAPPENS is the book that you will want EVERYONE in your organization reading...today! The nights of lost sleep over issues with colleagues are about to end.

The journey to more effective, productive, and satisfying working relationships begins now!

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When good people have  
a falling out, only *one* of them  
may be at fault at first; but  
if the strife continues long,  
usually *BOTH* become guilty.

~ Thomas Fuller



# **Framing the Facts**

Introduction

**M**aybe it has already happened. Maybe it's waiting down the road where you work. Whenever it occurs, your focus will be interrupted, your stomach will churn, and your ability to do your very best work will be hampered. It will stick in your mind – affecting both your attitude and your behavior.

The “it” is interpersonal **conflict** ... a business reality that has been around for as long as organizations have existed. And it's one of the most important – yet poorly handled – problems facing workplaces (and workers) today.

Wherever there are people, there *will* be conflict. Count on it. Expect it. After all, each of us sees the world through a somewhat different pair of glasses. We all have special needs, diverse goals, individual values, and varying perceptions of what's right, fair, and appropriate. And occasionally, those needs, goals, values, and perceptions are going to clash. It's inevitable for our personal lives ... it's inevitable for our jobs.

Sooner or later, you will find yourself involved in a conflict (a.k.a. having a “beef”) with someone at work. Maybe the person will offend or otherwise “wrong” you in some way. Perhaps you'll feel that he or she has inappropriately interfered with your plans and activities. Or it could be that a difference of opinion about a workplace issue will grow into a strong and emotionally charged disagreement. Regardless of the nature of the conflict, or what led up to it, there *will* be a problem – and it *will* need to be addressed. The logical question:

## What are you going to do?

Any time you find yourself at odds with someone at work, there are several response choices available to you:

You can avoid the issue – hoping that the problem will just go away on its own.

You can adopt a “poor me” victim’s mentality – lamenting your plight to anyone who will listen (except, of course, the person you have the problem with).

You can explode – allowing heated emotions to dictate your attitude and actions.

Or, you can get even – finding ways to disturb the person who has disturbed you.

Clearly, none of those all-too-common responses is effective or desirable – especially if your goals are to end the conflict, eliminate the negative impact the problem is producing, AND maintain a decent relationship with the other person. But, here’s the good news: you have another option ... another choice! You *can* calmly, respectfully, and constructively confront the other person – and work with him or her to resolve the issue. **This book will show you how to do just that!**

Through the information presented on the pages that follow, you will:

- Gain a greater understanding of what conflict is – and how it affects your organization, your coworkers, and YOU.
- Clarify your responsibilities when it comes to conflict-laden situations.
- Learn proven strategies and techniques for solving problems, improving cooperation, and creating win-win outcomes.

**Pay attention to what you’re about to read.** It will serve you well. The nights of lost sleep over issues with colleagues are about to end.

**The journey to more effective, productive, and satisfying working relationships begins now!**