



FOCUS ON THE PROBLEM

- Meet face-to-face in a neutral location.
- Limit conversation to the issue at hand.
- Focus on how the problem affects each of you.
- Make your wishes known.
- Avoid personal insults or placing blame.



Cooling Workplace CONFLICTS

In every workplace different styles and personalities come into play, and conflicts sometimes arise. Learn to manage workplace conflicts positively, before they become a real problem. When basic values and personalities differ, agreeing to disagree might be the best way to settle the problem.

