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Approaching Conflict

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a MESSAGE from SYLVIA

The First Class Manager Coach

Studies show you may be spending as much as 25% of your workday dealing with conflict. A sobering thought, isn't it? But if you ignore conflict, avoid it, minimize it, or delay dealing with it, lots of things suffer. Productivity goes down. Employee morale sinks. Relationships deteriorate. Key talent leaves. You know you can't afford that.

There are many reasons why people disagree, clash, argue, and oppose each other. These include:

- Differing values, work styles, opinions, communication styles, standards, and expectations
- Different world views and perceptions
- Different interpretations of roles, policies, processes, procedures, conversations, and situations
- Different responsibilities and obligations
- Different needs, goals, or desires
- Envy or jealousy

- Feelings of dislike disrespect, or competition
- Personality or character defects
- Personal and family problems that impact work behavior and performance
- Stress and overwhelm

People deal with conflict in a variety of ways. Some scream, swear, and shout. Some sabotage another's efforts or success. Some bully. Some threaten. Some cry. Some hide. Some lie. Some leave. Which are you? Whatever your answer, know that it reveals a lot about your maturity, personal growth stage, professional skill set, individual conflict style, and family of origin. It also tells something about your desire to get along with people and your interest in seeking resolution.

Conflict is part of life. If you don't know how to cope with it using reason and sensitivity, today is a good day to learn. I invite you to practice the advice in my feature article below and observe the positive changes in your world.

Sylvia

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FEATURE ARTICLE

Experiencing conflict right now? Unsure about how to approach it and cope? Consider the following ideas for peace of mind and an optimal outcome:

Acknowledge that the conflict exists.

Face the reality that you are upset with someone or he is upset with you. Say it aloud in your office or bathroom. Pretending that this is not the case only escalates the situation.

Identify the root cause of the conflict.

While the conflict may appear to be about a process or procedures, it actually may be about somebody else's need to control you. Dig deeper to find out what is really going on.

Own your role in the conflict.

Putting your ego aside, assess how you have contributed to the situation. Maybe you made a rude comment, ignored someone, or took credit for an idea that wasn't yours.

Take steps to resolve it.

Suggest a private meeting to discuss the conflict. Stick to the issue during the conversation. Watch your language, and give the other person plenty of time to express her feelings and views.

Avoid making assumptions.

Things are not always what they seem to be. Gather as much information as possible before drawing conclusions. You may need to become aware of certain hidden factors that contributed to the conflict at hand.

Seek a creative solution that allows all parties to win.

Working through conflict is not about proving other people stupid, inadequate, or wrong. Tap into your intelligence, experience, and skills to reach a viable solution that serves everyone.

Ask for intervention if necessary.

When conflict progresses to a red hot level, it's wise to seek help from somebody else such as your boss, human resource professional, or trusted colleague. Proactively get solid input around how to move forward in a difficult, seemingly impossible situation.

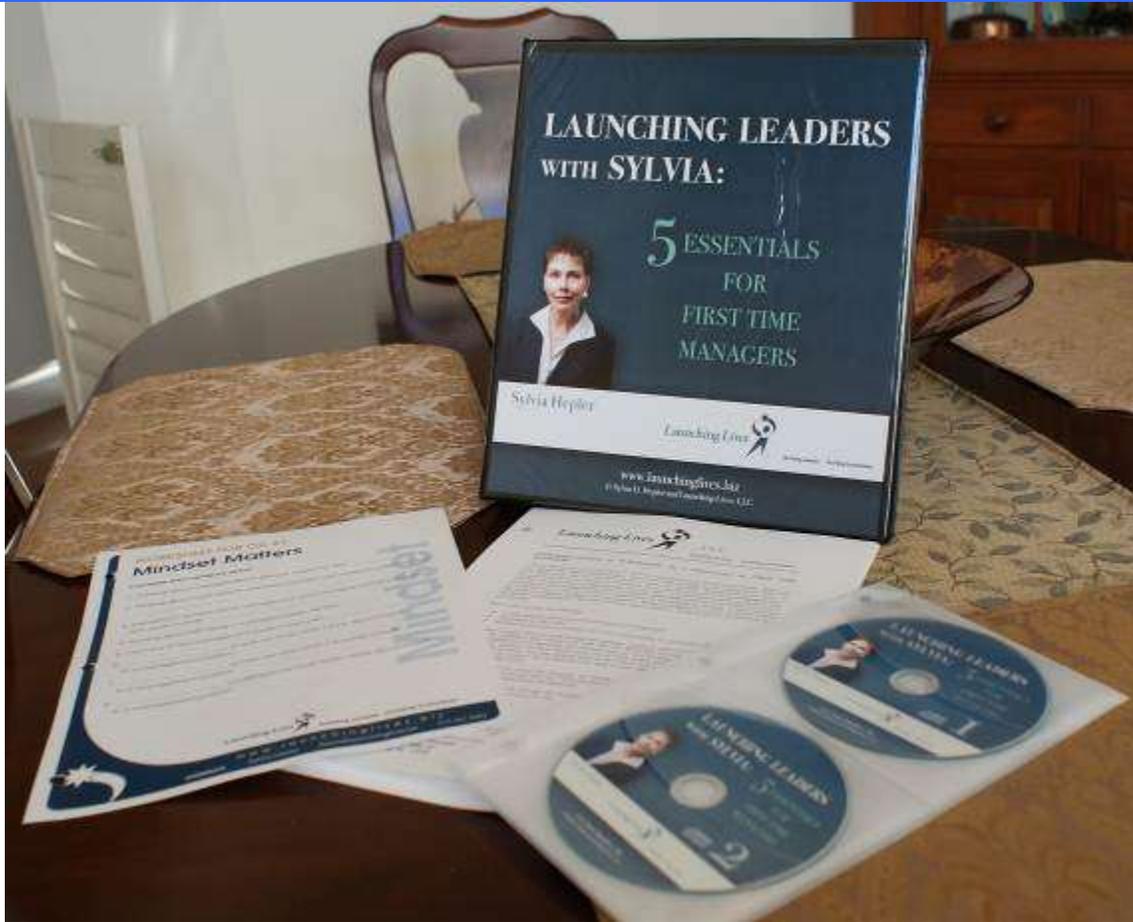
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Offers and Opportunities

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RESOURCES

Interested in learning more about your individual conflict style? Check out the Thomas-Kilmann Conflict Mode Instrument. This \$39 online tool is available to YOU. Just Google *Thomas-Kilmann Conflict Mode Instrument* to be directed to the website where the assessment is featured under Kilmann Diagnostics in the main menu. While you are capable of using any and all of the five modes, most people use some modes more often than others. It's likely you use one of them as your primary mode. Find out what it is and how it both serves you and works against you.

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TIP

See the Potential First

The next time you find yourself involved in a conflict with someone, step back for a moment and identify the potential benefit(s) to this conflict. You may relieve sources of tension and stress. You may receive an opportunity to see a situation through a different lens. You may gain insights about other people. You may sharpen your critical thinking skills. You may become more assertive. You may learn patience. You may make better decisions. You may develop creativity and innovation. You may increase group cohesiveness. You may shake up the workplace environment. You may produce better products and deliver better services.

In short, you just may boost the bottom line as a result of conflict.

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Where in the World is SYLVIA?

On May 9, 2012 Sylvia will conduct an hour-long teleseminar entitled: "The 12 Essential Management Competencies" for members of Nonprofit Direct, a national organization that provides services and resources to nonprofit staff and consultants who focus on nonprofit agencies.

As part of Harrisburg Area Community College's Institute of Entrepreneurial Studies *Talkabouts* (York campus), Sylvia will facilitate a

round table discussion on emotional intelligence and how it can positively impact business during a special event that includes both an expo and educational opportunities on May 31, 2012.



Join Sylvia on these social networks!

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About This Ezine

This Ezine is 1) to provide readers with valuable FREE content which contributes to both personal and professional growth and 2) to invite them to take next steps toward working directly with Sylvia.

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About SYLVIA



Sylvia Hepler, Owner and President of Launching Lives, is an executive coach based in South Central PA. Her mission is to support corporate and nonprofit executives and business owners as they solve problems, develop leadership skills, and increase balance in their lives. Her background includes: nonprofit executive management/leadership, public speaking, business and freelance writing, teaching, and retail sales. A [certified executive coach](#) through The Rescue Institute in Colorado and a participant in extensive continuing education, Sylvia is a platinum level expert author on [ezinearticles.com](#). She has produced an audio CD entitled, “Making Change”, [three special reports](#) for persons in management positions, and an audio product designed for new managers.

More information is available at her
[Launching Lives Website](#)
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Reach Sylvia by phone at 717-761-5457

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Launching Lives SERVICES

Launching Lives is an executive coaching company located in South Central PA. Its mission is to support managers and executives to solve their most pressing problems, develop leadership skills, and increase balance in their lives utilizing a holistic approach. Launching Lives focuses on BUILDING PEOPLE through individual private coaching, group coaching, specialized products, workshops, speeches, and retreats. Most coaching takes place by phone.

Often people don't really know HOW they might benefit from coaching. Quite simply, ask yourself these questions: "What can't I seem to resolve on my own? What is keeping me awake at night? What am I missing when I look at a certain situation? How can I get to the next professional level? How can I learn certain skills quickly? How can I narrow my professional gaps? How can I motivate my staff? How can I communicate more effectively so I serve myself and others better? How can I reduce my work-related frustration? How can I develop a viable plan of action for myself and/or my organization? How can I obtain greater job satisfaction? Coaching is the SOLUTION to any of these issues.

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