

5

**Conflict
resolution
strategies**

at work that work



Screen out or deal with dysfunctional behaviour

Professional incompetence, bullying, and dishonesty should not be tolerated.

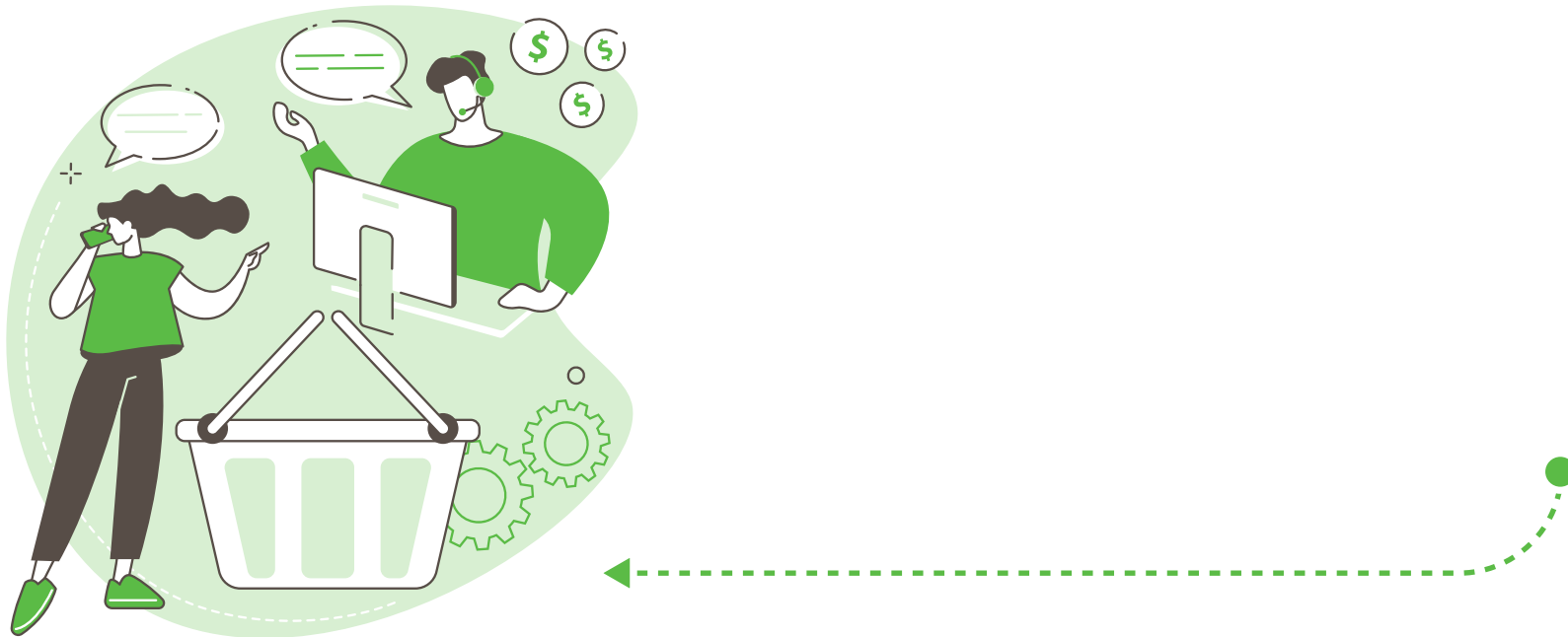
Coaching, counselling, and corrective action to manage such behaviour.



Ask the right people the right questions

Interview people at the ground (or mid) level where the real action is. Trace underlying patterns.

Ask questions like – “What would reduce the friction in doing this task?”



Find out if everyone is on the same page

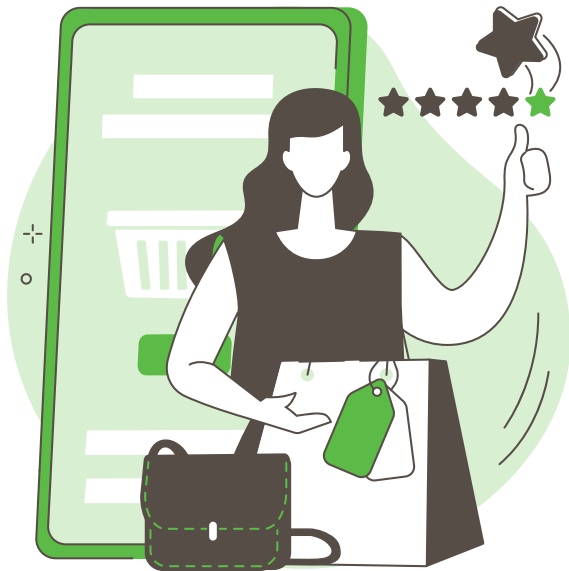
Identify and close gaps between teams around ideas of company goals, roles and responsibilities.



Build allies

To implement new ideas and encourage participation.

Management gets smoother and productivity is boosted within and across teams.



Initiate conflict management practices

Encourage habits that help deal with conflicts better. Good practices include active listening, proactive navigation through negative thoughts, and discussing uncomfortable but important topics.

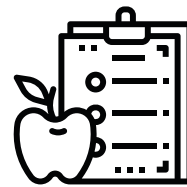
Wellbeing on the Web offers manager webinars, counselling, meditation and yoga to take care of your colleagues at work.



Counsellors



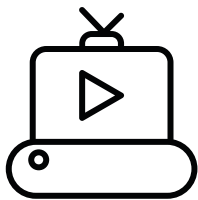
Doctors



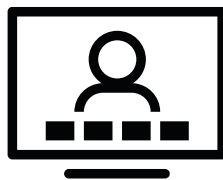
Nutritionists



Finance advisor



Live classes



Webinars



Articles



Videos



Pharmacy



Diagnostics



Self-assessments



Newsletters