# De-escalation techniques for managers to defuse conflicts

# Find common ground

Talk to all sides and find out each person's views on the situation. Knowing each other's perspective will help address the root cause of the problem.

# Don't take sides

Show empathy and listen actively without interrupting or judging. This will help team members understand that their problems and emotions are supported and acknowledged.

## Focus on solutions

Open the door for constructive dialogue by offering neutral options or alternatives. Working on finding a realistic action plan will show that you are proactive in resolving the issue.

## Stay professional

Control your emotions, tone, and body language and make sure you remain calm throughout the interaction. This will set a positive example for your team and prevent things from escalating further.

# Deliver on your promises

Reinforce your commitment to improve the situation by following through on the agreed solution. Provide support and monitor progress. This will help resolve the issue completely and build rapport and trust.

## Learn and grow

Identify key lessons, impact, root cause and areas of improvement to prevent and minimize issues in the future. Solicit feedback to improve your leadership skills and to seamlessly navigate future interactions.

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