



Conflict

Society would not change without a little conflict to show the need for improvement. Yes, a little is fine because without some conflict, how would you know what issues or problems to address. Conflict helps identify these elements of change. Needless to say, too much or sudden conflict could bring upon some serious conditions.

The world is not perfect nor is it meant to be. Many people avoid conflict at all costs. What happens next amounts to increased adversarial conditions: broken relationships, poor performance, anger and rage. All too often, people try to run from conflict. Worse yet, they deny it and never get a resolution. Dangerous actions, indeed.

Handling conflict is best resolved by dealing with it. First, get your facts straight. Determine if the matter of the conflict can be solved verbally. Who are the players? What may be the origins or cause of the conflict and it is important to know the precise issue behind the conflict. Find the most relevant issue, don't deal with multiple issues. Collaborate with the other party(s). Seek a goal to which you can settle or generate an agreement. Form an agreement and make a mutual commitment to resolve the issue and prevent it from occurring again.

Resolving conflict builds character and confidence. That lead to improving your relations, work performance, and better sustain a good workforce environment. In a sense, conflicts handled properly could very well be growth opportunities in disguise.

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