It is important to work through conflict at the workplace. The benefits of solving conflicts include feeling a strong sense of fairness at work, building trust, and employees may feel confident to contribute more. It can be hard to figure out where to start. Try to resolve the conflict with the individual directly.

**Prepare for the conversation.**

Be ready to:

* Describe the problem. Be clear and specific.
* Be respectful.
* Listen and allow the other person to share their views.
* Go prepared with some ways to solve the problem.
* Be prepared that the person may not agree to any part of the conversation.

If the conflict is with a supervisor and the conversation cannot be resolved through a direct and open conversation, then request assistance from a position higher than your supervisor or a Human Resources representative or your union.

**During the conversation.**

* Clearly state the issue.
* State the changes you are looking for.
* Listen to other person’s concerns.
* Be open to a conversation, their perspective and other possibilities.

**At the end of the meeting.**

At the end of the meeting write down how the conversation went and what the resolution was. It is important to determine if the conflict was successfully resolved. If the person refuses to have a conversation, inform your supervisor or manager. At this time a more formal process may be required to address the conflict.



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| **MEETING DESCRIPTION** | | | |
| **Meeting Date:** |  | **Time:** |  |
| **Location:** |  | **Supervisor:** |  |
| **Number in Crew:** |  | **Number Attended:** |  |
| **Attended By:** |  |  | **Absent** |
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| **REVIEW ITEMS FROM PREVIOUS MEETING** | **INCIDENTS/INJURIES REVIEWED** |
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| **TOPICS DISCUSSED** |
| 1. **Managing Conflict at Work** |
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| **WORKERS CONCERNS** |
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| **CORRECTIVE ACTIONS TO BE TAKEN** |
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| **MEETING CONDUCTED BY** | | | |
| **Supervisor:** |  | **Manager:** |  |
| **Date:** |  | **Date:** |  |