Did you know?

There are two types of workplace conflict, and it's important to understand the difference. In a healthy conflict environment, differences are valued, opposing views are encouraged, and dialogue and debate abounds. On the opposite end of the spectrum lies destructive conflict, such as personal attacks and unhelpful dialogue. In this state, team members regularly undermine one another, and grudges and bitterness become the norm. Neither extreme is healthy! Preferably, teams should strive for an environment where people respect each other, and where professional respect is demonstrated even when people may not always see eye to eye.

Conflict Continuum

Patrick Lencioni, author of *The Five Dysfunctions of a Team*, suggests that conflict is inevitable, but it’s up to us to determine how we will manage it. Lencioni’s Conflict Continuum illustrates the different states of conflict and where organizations typically fall on this spectrum.

LEARNING & DEVELOPMENT

The Do’s and Don’ts of Workplace Conflict | Galen Emanuele

Communicating in Challenging Situations

Supervisors are often faced with difficult conversations and challenging situations within the workplace. This session provides supervisors with strategies and techniques for effectively communicating in challenging situations.

Supervisory Development Series: Managing Conflict Effectively

This session provides supervisors with high-level information about managing conflict effectively. Participants will learn about different conflict management styles and how to apply them in various situations.

Supervisory Development Series: Addressing Performance

This session provides supervisors with high-level information about how to address employee performance issues. Participants will learn about different performance management strategies and how to effectively communicate with employees.

Supervisor Development Series: FMLA and ADA Supervisor

This session provides supervisors with high-level information about the Family Medical Leave Act (FMLA) and the Americans with Disabilities Act (ADA). Participants will learn about the regulations and how to apply them in their role as a supervisor.

Supervisor Development Series: Time Reporting Responsibilities

This session provides supervisors with high-level information about time reporting resources at our organization. Participants will learn about the importance of accurate time reporting and the consequences of errors.

Upcoming Events

Three virtual workshops are scheduled for supervisors this upcoming academic year. The workshops will cover topics such as managing conflict, addressing performance, and FMLA and ADA. Registration for these workshops is now open, and space is limited. For more information, please email hrs-performance@uni.edu.

In the next issue of our newsletter, we will be featuring an article on communication strategies for supervisors. Stay tuned for more information.

According to research, 86% of employees in the workplace experience workplace conflict, and 53% report that it significantly affects their job satisfaction. This suggests that our focus and efforts need to be directed towards managing conflict effectively. If you have any questions or concerns related to conflict management, please reach out to hrs-performance@uni.edu.