



PETITE²QUEEN[®]

How to Mitigate Conflict at Work so Everyone Wins!

4 Step Process



Step 1: Acknowledge

- Avoidance weakens your position
- Identify the problem with your co-worker(s)
- Step back and organize your thoughts



Step 2: Address

- Ask for input
- Listen to and consider divergent opinions
- Look for opportunities to act



Step 3: Mitigate

- Give the benefit of the doubt
- Find common ground
- Frame conflict as a chance to find the strongest ideas



Step 4: Resolve

- Explore all options
- Thank for insights
- Agree on the best path forward

Learning to navigate conflict will foster stronger relationships with your coworkers. It will also help you develop into a powerful leader.

Resources FOR CONSIDERATION

The Art of Conversation: Speaking Well & Listening Better
Refusal to Engage: How to Open a Discussion with Someone Who is Avoiding Conflict
Bridging the Generational Gap in Communication Styles
Bridging the Generational Gap in Attitudes, Approaches, & Perspectives
The Importance of a Village
4 Tips to Improve Internal Communication & Engagement