

HANDLING PERSONALITIES AND CONFLICTS

Recognize Individuals as Whole Persons



- A person's identity is not defined by a stereotype, attitude, or behavior.
- A person's personality is developed by their social and emotional qualities, including values, attitudes, memories, relationships, habits, and skills.

Behaviors That Affect Workplace Conflict



- **Categorizing** is consciously and unconsciously making decisions on how to treat people based on the characteristics an individual exhibits. This may create stereotyping, prejudices, and discrimination.
- A **stereotype** is believing that all people in a group or with similar characteristics will behave or react in the same way.
- A **bias** is when an individual responds in favor or against something or someone. It can be deliberate or involuntary.

Potential Causes of Workplace Conflict



- Miscommunication
- Lack of cooperation
- Differences over a method or style
- Value or goal differences
- Authority issues
- Low performance
- Seeking personal goals

Handling Workplace Conflict



- Open lines of communication.
- Sit still and listen.
- Be mindful of your language and tone.
- Create a healthy workplace.

ULTIMATE GOAL: Find a mutually beneficial resolution.

Creating a Healthy Workplace



- Employees are open, resourceful, and persistent in resolving issues.
- Employees recognize their contributions.
- Employees find meaning and purpose in work.
- Leadership is cohesive in supporting staff.
- Rules are clear and apply to everyone.
- All are aware of the power and meaning of words.

This project was funded using U.S. Department of Agriculture grant funds. The USDA is an equal opportunity provider, employer, and lender. The University of Mississippi is an EEO/AA/Title VI/Title IX/Section 504/ADA/ADEA employer.

For more information and the nondiscrimination statement in other languages:

<https://www.fns.usda.gov/usda-nondiscrimination-statement>

Except as provided below, you may freely use the text and information contained in this document for non-profit or educational use with no cost to the participant for the training providing the following credit is included.

These materials may not be incorporated into other websites or textbooks and may not be sold.

Suggested Reference Citation:

Institute of Child Nutrition. (2023). *STAR webinar series – Tips for managing personalities and conflict*. University, MS: Author.

The photographs and images in this document may be owned by third parties and used by the University of Mississippi under a licensing agreement. The university cannot, therefore, grant permission to use these images. Please contact helpdesk@theicn.org for more information.

© 2023, Institute of Child Nutrition, The University of Mississippi, School of Applied Sciences

06/06/2023