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.