Dealing with Conflict & Disrespect in the Workplace

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Conflict In The Workplace

Not “If” but “When”

Most Common Reasons for Conflict:

- Unclear Lines of Responsibility & Authority
- Limited Resources
- Conflict of Interest — Competition
- Misunderstanding of Cultural or Personal Differences

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## Conflict In The Workplace

Ref: Norman Shawchuck

<table>
<thead>
<tr>
<th>Types</th>
<th>Goal</th>
<th>Outcome</th>
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<tbody>
<tr>
<td>1. Avoiding</td>
<td>Let others solve the problem</td>
<td>Feel frustrated; little commitment</td>
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<td>2. Competing</td>
<td>To Win and have control</td>
<td>Win or Lose</td>
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<td>3. Accommodating</td>
<td>Preserve Relationships; outward cooperation at all costs</td>
<td>Temporary fix</td>
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<td>4. Compromising</td>
<td>Finds the middle of the road; looks for the common good</td>
<td>Half-hearted relationships does not get to the bottom of problem</td>
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<td>5. Collaborating</td>
<td>Get cooperation from all parties</td>
<td>Stronger trust: easier to implement a solution</td>
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How to Overcome Conflict In The Workplace

- Know the Company Human Resource (HR) Procedures
- Know Your Job and Responsibilities
- Communicate, Communicate, Communicate
- Don't be Afraid to Ask Questions
- Understand & Accept Different Cultures and Mannerisms
- Stay Focused on Companies Goals versus Your Own

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Disrespect In The Workplace

Coworkers and Subordinates Should Respect Your Position.

but

Signs of Disrespect:

- You are Ignored
- You are the Subject of Gossip
- Your Authority is Questioned or Disregarded
- You are Not Included in Key Meetings or Conversations
- Not Everyone will Like You

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How To Earn Respect In The Workplace

- Respect as a Co-worker/Leader is EARNED
- Do Your Job Well
- Be Fair and Consistent
- Connect with and Respect Everyone!
- Be a Team Player not Self-seeking
- Volunteer to do the Projects No One Else Wants

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Summary

- Don’t Seek Conflict . . . But Be Ready When It Arrives
- Respect is Earned . . . so Take Satisfaction in Doing Your Best and Treating Others with Respect