



MANAGING WORKPLACE CONFLICT

During the course of our professional lives, we may find ourselves in conflict with others. We may be in conflict over access to resources. We may be in conflict over beliefs, values, tasks, responsibilities, methods, processes or even protocols. Yet, in spite of the conflict, we are still working towards a common purpose — our employer's vision, mission, or business goals.

So, what can we do to manage workplace conflict in a way that resolves that conflict amicably and productively? There are three steps to successfully resolving workplace conflict.



Step 1: Manage conflict the owl way: We can begin by identifying what we would like, as well as reflect upon what we think the other party would like. We can then seek a resolution that respects both our wishes and those of the other party's. At this stage, we need to keep the wishes of both parties in mind. It is important to be open to a range of potential solutions that may satisfy the needs and wishes of both parties. It is also important to address the conflict promptly.

Step 2: Assert resolution gracefully: We can remember to gracefully stand up for our wishes, whilst respecting the wishes of the other party. This step becomes very important when the other party forgets to be respectful to us.

Step 3: Prepare: It may be worth our while preparing our thoughts, materials and ideas before speaking with the other party. It may also be worth our while imagining how we might answer any concerns that the other party may raise. Doing so will enable us to clarify our position before we meet

Continued overleaf

OUR MISSION

To provide a professional service, using best practices.

OUR MOTTO

- Be Proactive.
- Take Charge of Your Career.
- Look After Your Health.

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to resolve the conflict. The preparation will also enable us to clarify our thoughts to the other party with graceful confidence.

At the end of the day, we can have an amicable, productive working relationship. So, what are you doing to resolve any workplace conflicts today?

FOOD FOR THOUGHT

Those interested in dipping their financial toes back into the investment world may be well advised to read D. Quinn Mill's *Wheel, Deal and Steal*.

Mill's book is a thought-provoking read that will help alert you to the kind of things to look out for when assessing the financial merits of a potential investment. Food for thought indeed.

MORE FOOD FOR THOUGHT

Recent statistics reported that self-employed make up almost 20% of the workforce. And, whilst there is some lost business, they are still able to earn an income. Those same statistics show salaried employees are working reduced hours. Employers prefer to reduce staff hours in an effort to keep their people.

It would appear that the world of work is being characterised by a 'slow down' rather than a complete stop. There also appears to be a focus on the bottom line and what is truly needed.

In this environment, it becomes important to focus on that same bottom line. It becomes important to focus on what we can accomplish for our employers and our customers.

So, it may be useful to examine our knowledge, skills and abilities (KSAs). We can consider which of our KSAs will enable us to best contribute to our employers' and customers' bottom lines.

At the end of the day, we can look forward to a mutually satisfying business arrangement. So, what are you doing to work towards your employers' and customers' bottom lines today?

Sept: Harnessing the Mind-Body Connection for Your Career Success

Dec: Getting that Promotion: Next Steps in Your Career

Mar: Unlocking Your Inner Career Potential

Jun: Showcasing Your Career

Sept: Your Wealth Creation Plan, Part II

LIBRARY HOUR

The **RACHEL ABRAMSON & ASSOCIATES** library is open following our **SEMINARS OF THE FUTURE™** and **PPP™** seminars. It is also open by appointment.

DIARY DATES FOR 2009

June

PP4: Determining Your Price and Fee Setting

PP14: Entrepreneurial Spirit: Identifying Opportunities

PP47: Staying 'A-live' - Reviewing the Enterprise

July

Managing Workplace Conflict

PP5: Budgets and Cash Flows

PP15: Entrepreneurial Spirit: Evaluating Opportunities

August

PP6: Marketing Your Practice: Your 'Product'

PP16: Entrepreneurial Spirit: Developing Your Business Strategy

PP48: Staying 'A-live' - Reviewing the Staffing

September

PP17: Entrepreneurial Spirit: Managing Partners, Other Entrepreneurs and Venture Capitalists

Harnessing the Mind-Body Connection for Your Career Success

PP7: Marketing Your Practice: Promotion Strategies that Work

October

PP49: Staying 'A-live' - Consolidating the Growth

PP8: Marketing Your Practice: Getting Your Image Right

PP18: Security Issues: Your Self, Your 'Product', Your I.P., Your Staff

November

PP9: Marketing Your Practice: Alternate Places for Your Product

PP19: Growing Your Business as a Saleable Asset: Harvesting Your Business' Worth and Exit Strategies

Unlocking Your Inner Career Potential

December

PP20: Going Global: Issues to Consider

PP50: Staying 'A-live' - The Next Steps

PP10: Marketing Your Practice: Databases for Your Practice