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Human Resources Advance lesson

SPEAKING Conflict Resolution Framework

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Understanding Workplace Conflicts

- Have you ever witnessed or been involved in a workplace conflict?
- What were the main reasons behind the conflict?
- What made it difficult to resolve?
- How do you typically handle conflict in your HR role?



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Understanding Workplace Conflicts

- What challenges do you face when resolving these conflicts?
- Do emotions get in the way?
- Is there resistance to mediation?
- Are there difficulties in getting both parties to cooperate?



A. Personality Conflicts

Definition: These arise from differences in personal styles, communication preferences, or workplace behaviors.

Example:

- Situation: Sarah is an outgoing and direct communicator, while John is reserved and prefers written communication. Sarah thinks John is avoiding her, while John feels Sarah is too aggressive.
- Challenge: Misunderstandings escalate tension, leading to poor teamwork.
- HR's Role: Mediate by helping both parties understand each other's work styles and find a middle ground.

Types of Workplace Conflicts & Examples

B. Task-Based Conflicts

Definition: These occur when employees disagree about work assignments, priorities, or execution.

Example:

- Situation: Two marketing team members, Lisa and Mark, are working on a project. Lisa assumes she is responsible for social media strategy, while Mark believes it falls under his role. They both start working on the same task separately, creating inefficiencies.
- Challenge: Unclear job responsibilities lead to duplicated work and frustration.
- HR's Role: Clarify roles, encourage collaboration, and improve communication to prevent future disputes.

Types of Workplace Conflicts & Examples

C. Power Struggles (Authority Conflicts)

Definition: These arise when there is tension between employees and managers or disputes over decision-making authority.

Example:

- Situation: A senior employee, Tom, consistently challenges his manager's decisions, believing his experience makes him more qualified. The manager feels undermined, leading to a tense work environment.
- Challenge: Power imbalances and resistance to authority affect team morale and productivity.
- HR's Role: Act as a neutral mediator, ensuring respect for leadership while addressing the employee's concerns about decision-making processes.

Types of Workplace Conflicts & Examples

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Identify the Root Cause

- How can you differentiate between the symptoms of a conflict and its root cause?
- What are some effective questions HR can ask to uncover the true cause of a dispute?
- Have you ever misinterpreted the root cause of a workplace conflict? What happened?



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Encourage Open Communication

- How can HR create a safe space for employees to express their concerns?
- What are some common barriers to open communication in workplace conflicts?
- Can you think of a time when poor communication escalated a conflict? What could have been done differently?



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Find Common Ground

- Why is it important to shift the focus from personal disagreements to shared goals?
- What strategies can HR use to help employees find common ground?
- How do you handle a situation where both parties refuse to compromise?



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Explore Solutions Together

- What are some techniques HR can use to encourage a win-win resolution?
- Have you ever seen a conflict resolution fail because the solution was one-sided? What was missing?
- How can HR ensure that the proposed solution is fair and realistic for both parties?



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Follow Up

- Why is follow-up important in conflict resolution? What happens if HR doesn't check in after a dispute?
- How can HR track whether the agreed-upon solutions are being implemented?
- Have you ever experienced a conflict that resurfaced because there was no follow-up? How was it eventually resolved?

