

HOW TO MASTER CONFLICT RESOLUTION

Turn Tension into Teamwork


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85%


of employees face workplace conflict – but effective resolution boosts productivity and relationships.





THE 5 CONFLICT STYLES

 **Competing** (High assertiveness, Low cooperation)
Win-Lose: use for quick decisions or when you're right on principle

 **Collaborating** (High-assertiveness, High cooperation)
Win-win: Best for complex issues – explore needs together.

 **Compromising** (Medium assertiveness, medium cooperation)
Partial win: Fast middle ground when time is short

 **Avoiding** (Low assertiveness, Low cooperation)
Sidestep: For trivial issues or cooling off

 **Accommodating** (Low assertiveness, High cooperation)
Yield: Preserve harmony when the relationship matters more

SIMPLE STEPS TO RESOLVE ANY CONFLICT

Pause and Stay Calm → **Listen Actively** → **Identify the Real Issue** → **Brainstorm Solutions Together** → **Agree and Follow Up**

Manage emotions first: breathe, don't react impulsively

Hear their side fully. Use "I" statements, e.g., "I feel..."

Ask questions, e.g., "What's really bothering you?" Focus on interests, not positions

Find common ground and generate win-win options

Set clear actions, timelines, and check in later

BENEFITS OF EFFECTIVE CONFLICT RESOLUTION

- Reduces stress and lost time
- Builds strong relationships
- Sparks better ideas

EFFECTIVELY RESOLVE CONFLICTS WITH HRDQ

Explore our research-based assessments, games, and more to develop the skills you need to resolve conflict. Learn more: hrdqstore.com/collections/conflict-stress-management