

Connect Care

How Do You Handle Conflict?

BY DR. ROGER HABER

Conflict is inevitable. It cannot be avoided. Conflict happens where “two or three people” are gathered together. Conflict happens in our marriages, with our children, with our friends, and yes, in the workplace too.

How do you handle conflict? Someone has said that the way we handle conflict says more about us than the way we handle success.

Conflict often brings to mind negative words like quarreling, disputes, anger, and war. But there is a positive aspect to conflict. Conflict provides an opportunity for us to see the other side of issues and resolve it in a healthy manner which actually may strengthen our relationships.

Teams that thrive are places where people can be honest without any consequences of retribution and retaliation.

I recently read a blog where Kelly Mackenzie describes the problems that come when we decide to deal with conflict in an unhealthy way:

- ✓ We smooth it over instead of talking it through.
- ✓ We don't apply any healthy communication structures to give feedback.
- ✓ We choose to focus on the work hierarchy rather than solving the actual problem.

And when we handle conflict in these ways, we start to lose trust in each other slowly because relationships must be built on honesty.



**“CONFLICT
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MAX LUCADO



Kelly Mackenzie has some great suggestions she has learned as a company leader:

- ✓ Avoiding difficult conversations doesn't protect relationships. It slowly adds more tension that later leads to work conflicts.
- ✓ The longer you wait to say what needs saying, the messier it gets. Clear conversations are often kinder than silent resentment.
- ✓ Leadership today requires emotional maturity, not suppression. You can direct without being cruel. Clarity is kindness.
- ✓ The best teams argue well. They can disagree, say what's actually bothering them, and move forward without grudges.

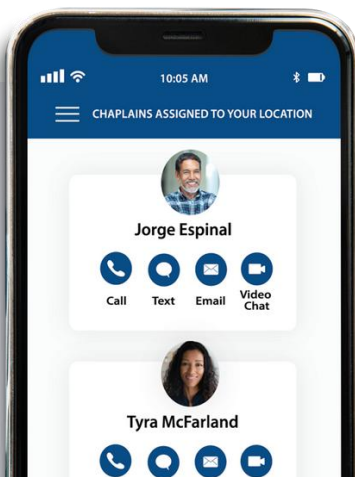
So, if something is eating at you right now and there's something unsaid that needs to be said, what can you do?

Talk to the person. Don't send a text. Don't send an email. Don't wait until a performance review. Eyeball to eyeball is the best way. Emails and texts don't provide the opportunity to dialog. Perhaps you have simply misunderstood and this can be cleared up in a calm conversation.

Saying "it's fine" when it's not is the quickest way to lose. We need to seek to resolve conflicts as quickly as possible. Sometimes we need to have those hard conversations. You will find that the payoff is greater than letting conflict simmer and boil over.

Your chaplain is available to talk this through with you and listen to your concerns and help you navigate the rapids of conflict—and hopefully—have a positive resolution.

Have you downloaded the MyChap App? Why not do that right now, and let your chaplain know how you'd like to connect? You can call, text, email, or video chat.



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2412 – Charleston Main Road Corridor Segment A	128938
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2505 - Sumter - RBOs S-152 over CSX RR & S-55	130495
2509 - Spartanburg - District 3 - Package 5	130496
2510 - Marion - US 76 over Catfish Branch	130497
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Charlotte, 3800 Arco Corp Dr. NC	124373
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