

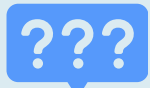
IMPROVEMENT *Burst*

Finding Administrative Efficiencies



what is it?

A proactive method to **reduce misunderstandings and tension** before conflicts escalate.



why it works?

Most workplace conflicts **stem from miscommunication or unmet expectations**. Addressing potential issues **early** prevents **bigger disputes later**.

Reflection: Why this matters to you ?

Before implementing these conflict prevention strategies, consider:

- **What types of staff conflicts have I observed?** Are they communication breakdowns, personality clashes, or unclear expectations?

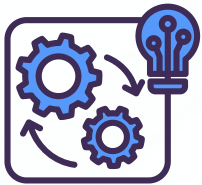
- **What has stopped me from addressing conflict proactively in the past?** Have I assumed issues would resolve themselves, or avoided difficult conversations?

- **What will be different now?** How can I create a workplace culture where open dialogue prevents misunderstandings before they escalate?



How to Use It Right Now ?

1. **Clarify Expectations Early** – Ensure **roles, responsibilities, and workflows** are clearly defined.
2. **Encourage Direct, Timely Communication** – Staff should address issues **immediately and professionally** instead of letting frustration build.
3. **Foster Psychological Safety** – Create an environment where employees feel **safe to voice concerns** without fear of backlash. Model effective conflict resolution and invite feedback.
4. **Watch for Early Warning Signs** – If someone’s **tone, body language, or engagement shifts**, check in proactively.
5. **Normalize Constructive Feedback** – Regular feedback helps **prevent passive-aggressive behaviour** or misunderstandings.



Example in Action

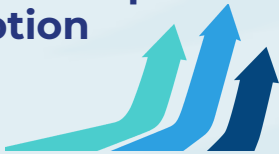
Instead of:

"I don't like how they did that, but I won't say anything."

Try:

"I noticed we had a miscommunication—can we clarify expectations so we're on the same page?"

Power-Up Option



Introduce **monthly conflict resolution check-ins** where staff can air minor concerns before they escalate.

Great Read



Kerry Patterson, Joseph Grenny, Ron McMillan & Al Switzler's (2011) ***Crucial Conversations***. McGraw-Hill