

IMPROVEMENT *Burst*

Resolving Staff Conflicts Effectively



what is it?

A structured, solution-focused approach to resolving **staff disagreements professionally** and maintaining team harmony.



why it works?

Ignoring conflicts causes tension. A **clear resolution process** allows teams to **address issues quickly and move forward**.

Reflection: Why this matters to you ?

Before refining your conflict resolution approach, reflect on:

- **What challenges have I faced when addressing staff conflicts?** Have I struggled with neutrality, timing, or finding productive solutions?

- **What has prevented me from resolving conflicts effectively in the past?** Avoidance, lack of a structured process, or fear of making things worse??

- **What will be different now?** How can I apply a structured, solution-focused approach to create lasting resolutions?



How to Use It Right Now ?

1. **Address Issues Privately & Promptly** – Don't let resentment build.
2. **Encourage Open Dialogue** – Use neutral language like *"Help me understand your perspective."*
3. **Find Common Ground** – Ask: *"What do we both agree on?"*
4. **Agree on a Resolution & Follow Up** – Define **clear next steps** and check back in.

Power-Up Option



Offer **conflict resolution training** so staff feel **equipped** to handle issues proactively. This can have benefits that extend to clients, as well.