

## Managing Conflict

**Conflict in the workplace is inevitable as it is anywhere else. Well-managed conflict is a sign of a healthy workplace, where differences are talked through, there is a high level of consultation and collaborative problem-solving, and different points of view are taken into account.**

### Costs of Unresolved Conflict

- The Australian Institute of Management has reported that over 30% of a manager's time is spent managing workplace conflict.
- Research undertaken by WorkSafe Victoria has found that a growing proportion of workers compensation claims are based on injuries related to stress, and much of that stress is associated with unresolved conflict.

Unresolved conflict leads to: mental and physical stress, absenteeism; on-going dissatisfaction; alienation; broken relationships; lost productivity; lost opportunities, declining trust and morale and increased disputation; strained organisational resources; difficulties with recruitment and retention.

### Causes of Conflict

Underlying causes of workplace conflict are multifaceted. They can be primarily personality based or a product of workplace culture. They can be systemic, a lack of clarity in role delineation for example, or 'situational' such as the introduction of change or uncertainty about the future.

### Clever Conflict

Getting clever about conflict means noticing common patterns and taking charge in constructive ways, whether this is at an individual, team or organisational level.

A conflict resilient workplace is proactive in building a culture of communication; responds quickly and appropriately when things do go wrong; and complies with relevant guidelines, rules, regulations, principles of natural justice and procedural fairness.

Our AccessResolve team assists organisations in all facets of Conflict Management, helping resolve existing conflict and in developing medium and long term proactive strategies.