

How to Use Strategies to Manage Conflict

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- 5 Conflict shouldn't be avoided; it should be tactfully managed.

Conflict is inevitable, no matter how many you may try to avoid it. Properly managing it is essential to keeping your [business](#) running smoothly. The worst thing to do is to ignore it and assume it will resolve itself. Not only will the original problem remain, but a negative ripple effect also can take place. Retaliation, lost productivity and a sinking morale are just a few of the consequences. Swift action to resolve the conflict is essential.

Instructions

Address the conflict. Identify the source of the conflict. Gather as much information as possible before developing a resolution strategy.

- 15 Understand how to approach each person involved. Be patient when deciding on a method of conflict management. Otherwise, you might find yourself in an even worse situation.

Keep your cool. Not only will your credibility will be undermined if you join the fray, but the issue will remain unresolved.

- 20 Compromise if necessary. This shows your employees that you are willing to work with them.

Explain your actions after you meet out the necessary resolution. Remember, other [parties](#) not involved in the conflict are watching, and precedents are being set by your decisions.

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