

SKILL – Conflict solving: Strategies and Techniques for an Equitable Workplace
ELEBO





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Definition:

- refers to a situation where there is a disagreement, opposition, or clash between two or more individuals within the human resources department of an organization.

Examples of HR conflict may include disputes over promotions, disagreements over company policies, conflicts between team members, or clashes between employees and management.



Techniques for conflict solving



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- Active listening
- Collaboration and compromise
- Mediation and arbitration



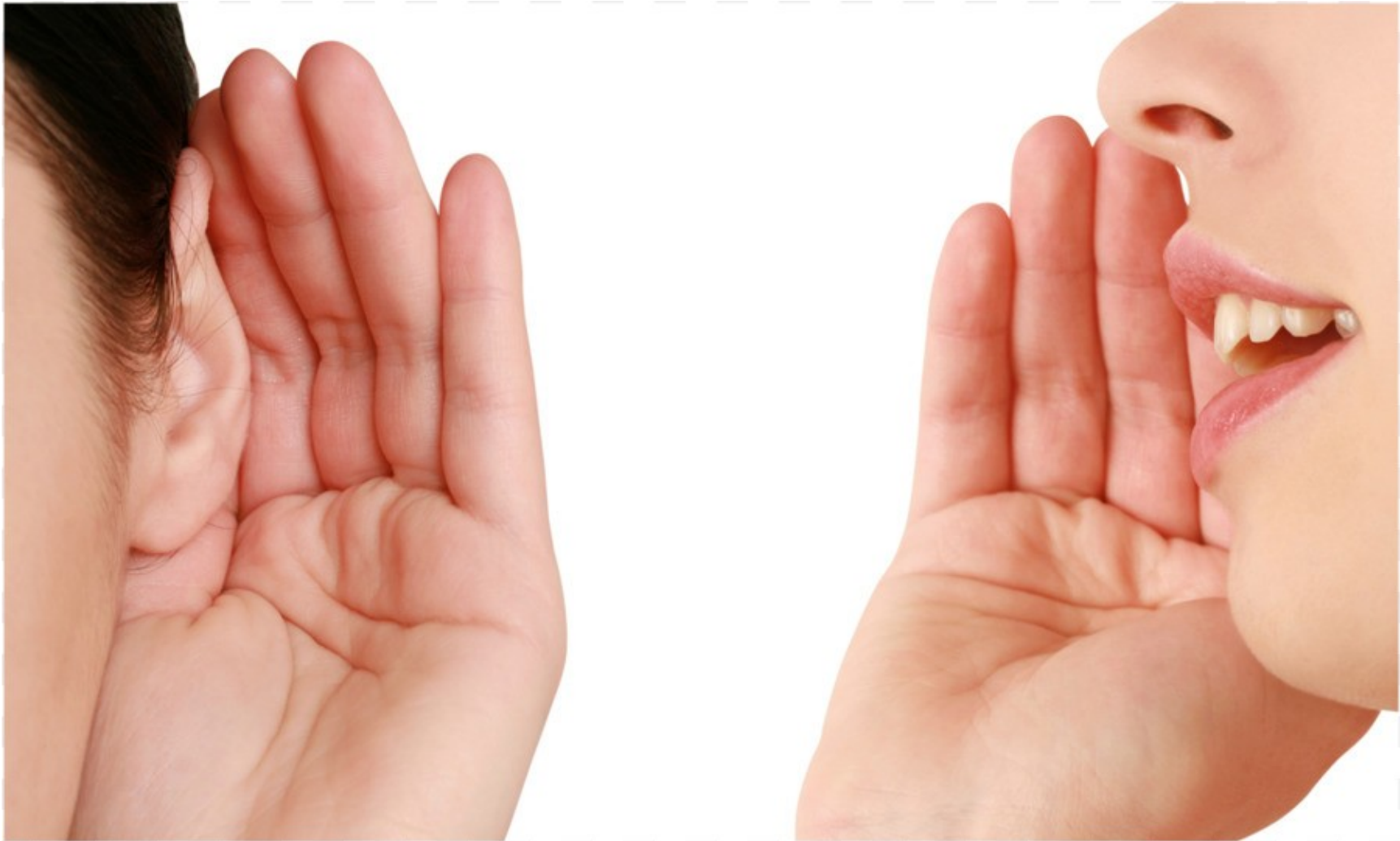


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Active listening

Active listening is crucial in conflict resolution, and HR professionals can improve their skills by using techniques such as:

- paraphrasing,
- summarizing,
- asking open-ended questions.



Collaboration and compromise: benefits and examples



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Improved communication and trust: Collaboration and compromise can help communication and trust among coworkers and teams.

Increased productivity and efficiency: By working together and finding common ground, teams can achieve better results in less time

Negotiating workload distribution: When a team cannot agree on how to divide tasks, collaboration and compromise can help find a fair solution for everyone

Resolving conflicts between departments: collaboration and compromise can help resolve conflicts between different departments or teams in the workplace

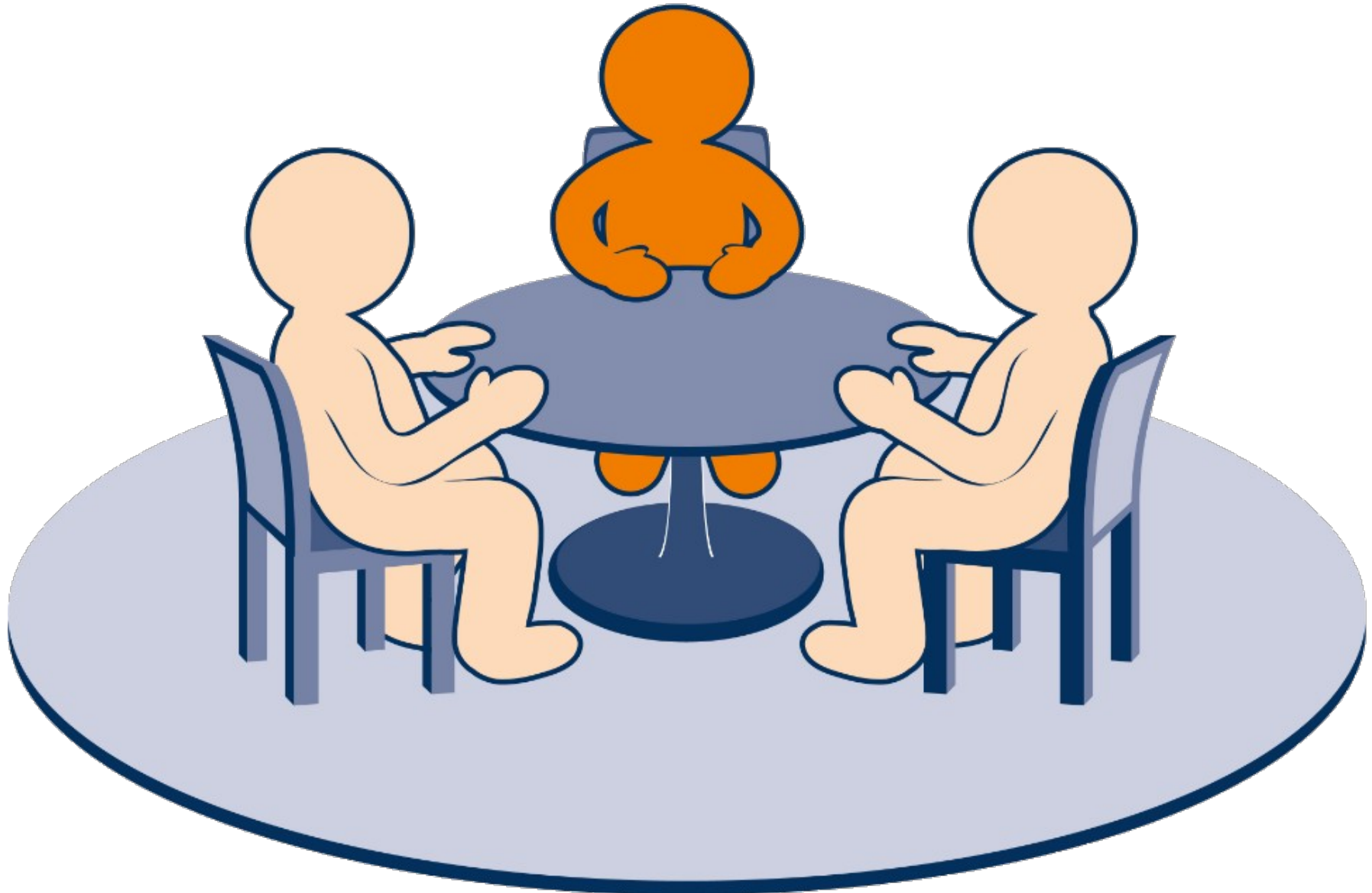


Mediation and arbitration

Mediation and arbitration are effective conflict resolution techniques that can be used to reach mutually beneficial solutions in the workplace, specifically within the HR department..



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Best practice:

HR policies and procedures in conflict prevention:

- Effective training and development programs in conflict solving
- Encouraging open communication: by actively listening, promoting collaboration, and creating a safe space for employees to express their thoughts and concerns.



Summary and call to action: Implementing conflict solving strategies in the HR department



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Identify areas of improvement: evaluate the workplace and identify specific areas where conflict solving strategies can be implemented.

Create an action plan: Develop an action plan for implementing conflict resolution strategies, including training and development programs and updating HR policies and procedures

Follow-up and evaluation: encourage regular follow-up and evaluation of the implemented strategies





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