

MANAGER ASSIST

TIPS FOR DIFFERENT ISSUES

ISSUE B: MANAGING THE IMPACT OF CHANGE / CONFLICT SITUATIONS

- Check the internal policies and process, including conflict/grievance resolution, EO and bullying behaviours, performance management (or related policies and procedures).
- Is the manager trying to manage the personal impacts of dealing with the changes, and also deal with the responses of their team to the changes?
- 📄 Discuss phases, signals and actions during change (Change Grid, Fit for Change)
- Identify concerns, unknowns and opportunities of the changes
- Identify how the change has been managed and communicated – are there gaps?
- In a team there will not be uniform responses to the phases of change or the amount of time it takes them to move through change process
- 📄 Use the Conflict Coaching model
- Help the manager clarify the key issues
- Discuss assertiveness techniques, techniques for dealing with angry and aggressive people (high emotionality in general).
- Benefits of understanding own and other's style
- Work with the manager to identify appropriate conflict resolution strategies
- Discuss the differences in skills between being a manager and being a facilitator in discussions between conflicted parties
- If the manager is dealing with a potential “bully”, refer to the relevant policy for process
- Note: importance of planning any important conversation(s).