



Early Intervention for Workplace Conflict

Transforming Lives

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Acknowledgment of Country

I begin today by acknowledging the Traditional Custodians of the lands on which we meet today for this session and I pay my respects to their elders past, present and also emerging leaders.

I would like to acknowledge and respect their continuing culture and the contribution First Nations people make to the life of this region.

Key themes & outcomes

- Setting the scene – Workplace issues & first steps for managing conflict
- How to support resolution when potential psychosocial risk hazards and/or personal/procedural safety concerns are identified
- The enablers and blockers for early resolution: Personal, Leadership and Culture
- The principles and skills that underpin successful resolution of workplace interpersonal conflict
- Utilisation of approaches to meet the needs of individuals



Workplace Conflict & what that means



Disagreement or argument between team members



Team members refusing to speak, work or interact with one another



Tense or hostile workplace atmosphere

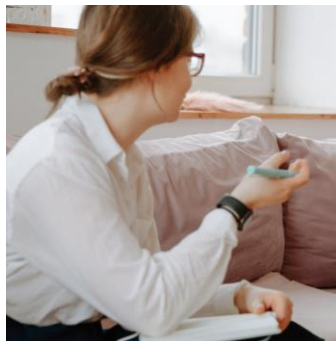


Unproductive or demotivated & unmotivated teams



Disgruntled, resentful or unhappy teams

First steps to managing conflict



- Don't ignore the issue
- Safely Identify, name and address the issue/s
- Investigate and provide options for support to assist resolution



Early Intervention is key



Supporting resolution when potential risk is identified ... What are the risks?

Mental and emotional risks

- Traumatic events
- Violence and aggression
- Bullying
- Harassment including sexual harassment.
- Poor support
- Poor organisational change management
- Poor organisational justice
- Poor workplace relationships including interpersonal conflict
- Poor environmental conditions



Physical and procedural risks

- Physical violence or aggression
- Physical space limitations
- Medical conditions

Both mental/emotional and physical:

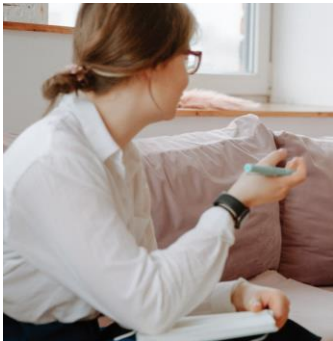
- Remote or isolated work environments
- Considerations for physical, neurological or neurodevelopmental disability

Enablers for resolution

- Psychological safety
- Leadership behaviours and congruence with values
- Manager and team practices for discussing feedback
- Clarity on how confidentiality is managed
- Clarity of outcome/ next steps (where relevant)
- Addressing contributing workplace factors (root cause)
- Addressing examples of poor behaviour
- Time! (Check in/ review)



Blockers for resolution



- Culture of blame
- Reactive/ punitive approach (rather than facilitating informal approach)
- Examples of poor behaviour unaddressed
- High manager/ leader turnover
- Lack of time
- Excessive workload/ job demands

Principles for early resolution

- Give the benefit of the doubt
- Aim for understanding
- Repair builds trust
- Taking action/ being open to influence builds trust
- Relationship dynamics are cyclical (rather than cause/ effect)
- Broaden perspective (work & non-work factors)
- We can all learn

*A conversation a day...
keeps the mediator away!*



Skills for early resolution

- Setting the scene
- Share your experience (do not make assumptions of intent)
- Listening/ acknowledgement
- Regulating emotional responses
- Applying social awareness
- Allowing time for the penny to drop
- Avoiding debate/ defend



Approaches to meet individual needs

- Coaching/ mentoring/ advice
- Wellbeing and mental health support
- Utilising conflict minimising skills, strategies and techniques
- Support people
- Medical clearance?



Our Contemporary EAP model



A comprehensive 8 stream model offering proactive support

- Addressing the key areas in life that are known to cause concern
- Aligning with all areas of health and wellbeing
- Delivered by key specialists

Recap/ Questions





Thank you

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