

# HOW TO DE-ESCALATE CONFLICT AT WORK

BROUGHT TO YOU BY:



**Manufacturers Alliance**  
Providing Training & Education Peer to Peer

# GUEST SPEAKER



**Dave George**, Operations Leader

- ✓ Prevention
- ✓ Disarming



# **Conflict Resolution**

## **Real Life Lessons**

Dave George

M.A. Leadership & Management

Operations, Continuous Improvement, and  
Engagement Leader

# Conflict Resolution – The Need

- Conflict is everywhere
- Huge need for leaders skilled at resolving conflicts
- Good news

# Is Conflict Inherently Negative?

- Reframe conflict
- No conflict = artificial harmony

# Conflict Story #1

- Kaizen Events – major changes to work area
- Kaizen event ground rules



# Kaizen Event Ground Rules



Process Flow

- **Psychological Safety**
- Everyone's Voice Counts
- Respect the Past while Creating the Future
- No Silent Disagreement
- Positive Conflict
- Experiment / Fail Fast



Leadership

# Lesson #1 - Prevention

- Conflict prevention means setting clear expectations with your team that THEY agree to ahead of time.
- You hold up the mirror
- Their behavior vs. their agreed upon expectations
- NOT you vs. them
- Separate the person from the problem (Fisher & Ury)



# Conflict Story #2

- Phone use in a work area



# Lesson #2 – Disarm with Empathy & Understanding

- Approach situation with curiosity
- Listen – gather facts, look to uncover deep root causes
- Possible creative ideas?
- End on a positive note

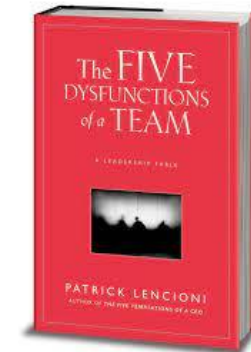
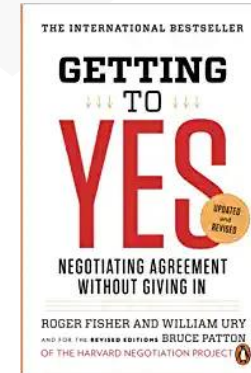
# Keys:

- Go right at it, don't waste a second
- Your mindset going into it.
  - Humility - What do you own as a leader that may have contributed?
  - Learning Opportunity - their perspective, new ideas to try
  - = Respect for people

“It's amazing how conflict tends to dissolve when you really listen to people”

# References

- “Getting to Yes” – Fisher and Ury
- “5 Dysfunctions of a Team” – Patrick Lencioni
- TWI Job Relations
- Performance Influencers Worksheet
  - (email me if you want)





# Thank You for Listening

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