

# HOW TO DE-ESCALATE CONFLICT AT WORK

BROUGHT TO YOU BY:



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

# GUEST SPEAKER



**Susan LaCasse**, President  
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- ✓ How much context matters
- ✓ Identify and Avoid Traps
- ✓ Your Role as a Leader
- ✓ An Ounce of Prevention



# How to De-escalate Conflict at Work

**Manufacturers Alliance**

**Susan LaCasse, Leaderscapes LLC**

# Context

## How to De-escalate Conflict at Work

- It IS NOT your job to solve all your team's conflicts.  
It IS your job to teach them how to do it themselves.
- You CAN NOT make them like each other.  
You CAN help them understand each other.
- You ALWAYS have more options for resolution earlier than later.
- Conflict is a normal part of a healthy, high performing team.

# Traps

## How to De-escalate Conflict at Work

- No one enjoys the prospect of getting between two people having a dispute.
- We'd rather:
  - Meet with each separately and figure out a compromise
  - Put them in a room by themselves to work it out

# Leader as Mediator

## How to De-escalate Conflict at Work

- Bring them together
- Set ground rules; process; incentives (consequences)
- Listen to & understand each side
- Gather (*do not offer*) solutions
- Stay with the process until they agree & commit
- Schedule follow-up — with each individual and both together

# An Ounce of Prevention

## How to De-escalate Conflict at Work

- Intervene at the first sign of conflict
- Seek to build trusting, open relationships.
- Celebrate!
  - You can't make them have fun, but you can make room for fun.
- Show appreciation.
  - Not every idea is worth doing, but every idea is worth hearing.
  - Have a reputation for appreciation



**THANK YOU!**



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