



Get out of the middle...

Ever find yourself stuck in the middle of a conflict between co-workers? Each one comes to you with complaints about the other, and you feel trapped in a situation that shouldn't involve you. Your well intentioned efforts to "fix it" could cost you your relationship with both parties, but you can get out of the middle.

Encourage co-workers to talk directly with one another – Ultimately, the people involved in the conflict are the only ones who really know what they need for resolution. Talking directly with one another will help both fully understand the conflict and generate options for resolution. Support *both* parties by expressing your confidence in their ability to solve *their* problem.

Avoid fueling the fire – People in conflict often feel very strongly about the "rightness" of their position and want you to support it. Listening to those complaints could cause both parties to interpret your actions as side taking, and actually fuel the fire. Respectfully decline to listen to complaints about either person.

Consider why they come to you - Carefully consider what they say. If they think you will take their side, you will hear things like "You think I'm right, don't you?" If you are seen as objective, you will hear things like "I know I can count on you to be open and honest with me." It means they trust you and value your objectivity.

Suggest objective third-party assistance - Inadequate communication and conflict management skills may impede parties' ability to resolve conflicts directly with one another. An objective third party can reframe the conflict in a way that helps both parties understand each other's perspective and constructively problem-solve together.

Get unstuck—you can help your co-workers and stay out of the middle at the same time.

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Words to Live by...

Be Thankful

Be thankful when you don't know something
For it gives you the opportunity to learn.
Be thankful for the difficult times.
During those times you grow.
Be thankful for your limitations
They give you opportunities for improvement.
Be thankful for each new challenge
It will build your strength and character.
Be thankful for your mistakes
They will teach you valuable lessons.
Be thankful when you're tired and weary
Because it means you've made a difference.

Author Unknown

Office Space For Lease...

Excellent rental opportunity!



Learning Opportunities

Build the skills that drive individual and organizational success. Save when 3 or more attend from the same organization—**Register now!**

"Mediation Skills for the Workplace"

Nov. 10-11, 2009 8:30 am—4:30 pm

"Peer Mediation Training"

Racine 21st Century School

Nov. 9, 2009

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