

# Dealing with Conflict in the Workplace

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During my career, I have worked with thousands of people all over the world on how to address and manage conflict in the workplace. In my upcoming webinar, I will discuss **Dealing with Conflict in the Workplace**. First, we will define and understand conflict as it relates to the workplace. Then, we will unpack two of the main tenets of conflict: personal values and behavioral styles. Lastly, we will discuss practical approaches to managing conflict.

Conflict is not merely a disagreement. Disagreements can be constructive and even productive. Conflict, however, occurs when we are triggered in a personal way. In conflict, we no longer seek mutually beneficial outcomes. Productivity ceases, and we often resort to destructive behavior in an effort to protect ourselves and our interests. Conflict arises from a clash of styles and values. Thus, the more you understand your personal values and how they are expressed through your preferred behavioral style, the better suited you will be to deal with conflict in the workplace. Let us look at these components more closely.

Personal values are the non-negotiable tenets tied to the core of our being. In essence, these are the “hills upon which we would die.” We express those values through our preferred behavioral style.

There are many assessments that you can take to gain insight into your preferred behavioral style. Doing so will provide insight such as: do you prefer a fast pace or a slower pace; do you draw energy from people or do people drain you; are you people-oriented or task-oriented. Your style determines how you prefer to direct our energy, and you always direct your energy in service of your values. Thus, a trespass of your values that clashes with your style leads to conflict.

Dealing with conflict in the workplace requires that we first understand ourselves. When we identify and understand our personal values and preferred behavioral style, we can better understand our conflict triggers. With that understanding as a foundation, we can utilize the skills necessary to manage workplace conflict and return to a place of productive dialogue.

Join me on Wednesday, March 27th as we walk through these foundational tenets and some practical approaches to **Dealing with Conflict in the Workplace**.