

Managing People Checklist

Conflict in the workplace

Conflict between staff may arise from time to time which may have significant adverse effects on your business. This may include loss of productivity and customer confidence.

Conflict between staff occurs for a range of reasons. Conflict may be the result of personal differences, differences in approach, an action at work, or even outside the workplace. Ignoring the problem may potentially lead to something more serious, such as a physical conflict between staff or significant impacts on work performance.

Checklist

- Deal with conflict as soon as it comes to your attention, either through observation or a complaint from staff.
- Begin by gathering information about the conflict. Talk to staff involved to identify the issue. Investigate the matter by talking to witnesses.
- Ensure you meet all legal obligations to provide a safe workplace free from harassment and discrimination.
- Meet with the staff involved to identify outcomes. Devise a plan of action to manage and/or resolve the issue.
- Take disciplinary action where necessary. Ensure staff clearly understand:
 - their obligations and responsibilities in the workplace
 - behaviours which are acceptable and unacceptable in the workplace
 - the consequences of continuing to display unacceptable behaviour(s).
- Discuss other issues that may arise.
- Monitor the situation and deal with issues as they arise.

Note:

Simply separating the staff involved may not be the answer as you may just be transferring a problem to another area.

Introducing change at work

Change comes in many forms, from a simple roster change to the way people work, such as the introduction of new systems and procedures. How the change is introduced into the workplace is important. The difference between a smooth transition or one filled with opposition and challenge can often be a simple process of consultation and communication.

Checklist

- Clearly identify what you propose to change.
- Involve staff by discussing the proposed change(s) with them. Explain the reason for the change(s) and seek their input and suggestions before making your decision.
- Draft the proposed change(s) in writing and give staff the opportunity to comment and suggest changes.
- Develop a timetable for introducing the change(s), allowing for a period of transition, and training where necessary.
- Explain to staff what is expected of them as a result of the new policy/procedure/system.
- Monitor and review the progress and impact of the change(s). Get feedback from staff about how the change is affecting them. Amend the policy/procedure/system where necessary.