

Resolving Conflict

1. Can You Live With It?

If there's no impact to culture, cohesion, or performance, then the conflict is not a priority and may resolve itself with time.

2. Give Them a Deadline

Let the involved parties know that you are aware the conflict and expect them to resolve it at their level within a set period of time

3. Assign a Mediator

This is an escalation to a neutral 3rd party who is perceived to be fair and objective by both parties

4. Get Involved

If mediation doesn't work, then apply some standard performance improvement tools within your direct authority.

Here are some examples:

- Formal Feedback
- Shift Job Responsibilities
- Performance Improvement Plan
- Relocation to a New Department
- Termination