



KeySolutions

Employee Assistance Program

Spring 2014

Conflict Resolution Strategies

The Problem – One Person Versus The Team:

This is usually a situation in which one person “loses control” when stressed. Over time, co-workers avoid giving feedback, fearing an angry reaction.

The Resolution – Involve The Manager:

The best results occur when the manager participates in problem-solving. The manager offers the missing feedback, lets the person know he/she is having a negative effect on the team and outlines a plan to improve performance. In this case, the plan includes seminars and visits for personalized education and coaching. Follow-up with the manager is key, as is encouraging people to come back for additional coaching, if needed.

The Problem – Two Individuals Who Can't Get Along:

Misunderstandings occur; negative assumptions are formed and both people conclude that the other person is “not a team player”. They spend time talking to other co-workers about how difficult it is to work with him/her, avoid each other and the conflict creates a negative environment.

The Resolution – solicit the help of a facilitator:

When EAP professionals are asked to facilitate these matters; it is usually only after higher levels in the organization and/or HR have been involved/record what the team sees as the positives and negatives of the current situation. Then, outline a “desired state” for the team, listing positive behaviors and the resulting positive environment. The final step is for the team to create guidelines that will improve the working relationship. Instruction on how to listen or give feedback may be necessary. Follow-up is a shared responsibility among the team, the team leader and the manager of the department.

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Source: Joan Murry, MBA and development specialist.
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Important Traits for Resolving Conflicts

The following are among the important traits of managers and employees who understand how to resolve conflicts effectively.

1. They understand the individual's needs.

Does the person need to vent? Brainstorm solutions? Effective conflict resolvers know what both parties want, and if they don't, they find out.

2. They are collaborative listeners.

Listening is crucial, but effective conflict resolvers take it a step further and support the other person. As with point #1, the individual needs to feel heard.

3. They are more interested in a good solution than a hasty one.

Effective conflict resolvers recognize that while it's important to not drag one's feet, neither do you want to be so anxious for a resolution that you'll settle for anything. Do that and you'll simply revisit the issue later.

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Source: Dina Beach Lynch, former ombudsman for Fleet Bank
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*Healthy Recipe:
Grilled Rosemary Flank Steak*



INGREDIENTS:

1 teaspoon balsamic vinegar
1 clove garlic, crushed
1 small rosemary spring, chopped or 1/4 teaspoon dried
2/3 pound flank steak
1-1/2 tablespoons olive oil
Freshly ground pepper
Salt to taste

DIRECTIONS:

- Mix the oil, vinegar, garlic, rosemary, salt and pepper. Brush on the flank steak.
- Refrigerate for at least 30 minutes or overnight.
- Preheat the grill.
- Grill the flank steak for 4 to 8 minutes on each side, depending on the desired doneness. Let the steak rest on a carving plate for 1 or 2 minutes.
- Slice the steak on the bias.

NUTRITIONAL VALUE:

Calories per serving: 331
Fat: 12 g.
Protein: 51 g.
Sodium: 391 mg.
Carbohydrates: 1 g.
Saturated Fat: 4 g.

***Serving Size:** About 1/4 pound cooked meat.

Ask the Right Questions!

Q: Gossip is a big problem where I work. I am tired of all the negativity, but I like my job for the most part. Do I have any recourse other than quitting?

A: The following are a few ideas for preventing or ending workplace rumors, according to Jane Demerica with *Inside Business: 360*.

- Putting a stop to gossip starts with you. If someone comes to you with a juicy story about Jane or wants to tell you some odd little tidbit about the president of the company, close your ears to it. Letting them know from the start that you don't want anything to do with gossip can work wonders in getting mouths to shut. Usually, it's enough for them to at least leave you alone, even if they move on to the next person.
- If you are simply trying to do your work but the gossiper comes to you, they must not have any work to do. Hand them some work and tell them you sure could use some help with your overload. They will stop coming to your area because they don't want more work!

For more tips, visit www.insidebusiness360.com/index.php/how-to-prevent-or-end-workplace-rumors-3-29458/.

ATTENTION ALL EMPLOYEES:

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need to be enrolled in your
employers insurance to utilize
this benefit.

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