**Video Title:** Conflicts in the Workplace: Sources & Solutions

**Video URL:** [**https://www.youtube.com/watch?v=T\_nM3NBCo-M**](https://www.youtube.com/watch?v=T_nM3NBCo-M)

**Run Time/Source:** 4:06, Kantola Training Solutions/YouTube

**Close Caption Available:** Yes

This video is a primer on resolving workplace conflicts through a variety of methods and attitudes. As such the best fit between the video and the textbook is on pages 328-330. A woman named Yuki disagrees with a coworker who interjects about storyline in a film spot developed for a local theater group. The angry comment is made about the coworker being the only one with good ideas, so he can go ahead and finish the film.

The next scene is a factory setting dealing with a machine that was promised to be shipped to a customer today. To avoid triggering conflict. do not assume the worst. A point is made that how people deal with conflict has a lot to do with their temperament. For some people dealing with conflict is like water slipping off a duck’s back. These people do not take offense, and do not get engaged in conflict. One conflict-laden comment made is “You’re slow and spineless, and you couldn’t do my job in your dreams.” A better approach is to control your emotions and move forward.

Other people take conflict personally and get mad. If this is your approach, controlling this defensive response is your most important first step in managing conflict. A conflict-reducing statement was made by one of the actors that if the rush orders are not completed, we will lose the customers. The statement was useful because it appealed to the mutual self-interest of both parties. Both men need the company to succeed so they can keep their jobs. Controlling your emotions is not about being right. Self-righteousness is not a strength. Rather than dwelling on an insult it is better to move forward.

In the next scenario one woman asks why she should rush back to filing records in the archives while the other woman plays around on her computer. The other woman says something about the first woman not looking forward to her afternoon responsibilities. She also says that the other woman thinks her work on the city newsletter is much more fun. The technique is good because one woman put herself in the other person’s shoes. She looked at the conflict from the other person’s perspective. One woman asking the other to talk about her work in the archives was also effective because it reflected active listening.

Active listening helps you maintain a relationship and keep communication open. To listen actively, ask open-ended questions, meaning that they require more than a yes or no answer. Do not interrupt, and do not judge the other person. People want to feel that they have been heard. In dealing with conflict, it is better to agree with something.

*Questions for Thought and Discussion*

1. Where does empathy fit in this video about resolving conflict?

2. Why does not assuming the worst help resolve conflict?

3. Suppose one of your teammates is in conflict with you about the quality of your input to a team project. Provide an example of an open-ended question you might ask your teammate to get started resolving the conflict?

4. How does mutual self-interest fit the idea of seeing the big picture?

5. How might a person minimize getting defensive in conflict?