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11 Tips for Recognizing and Addressing Team Conflict:

1. Recognizing Conflict:

- * Look for signs of increased pressure and tension among different teams or individuals.
- * Beware of individuals acting out of self-interest, doing bare minimum and negatively impacting the work environment.
- * Be attentive to the types of conflict you may face, such as personal conflict, cultural differences, work style differences, and strategic differences.

2. Dealing with Well-Intentioned Conflict:

- * Make sure to listen to everyone's viewpoints to understand the situation better.
- * Prioritize and arbitrate to decide what needs to be included in a project.
- * Not all inputs can be included and implemented. Explain why certain decisions are made, to maintain morale.

3. Managing Problematic Employees:

- * Don't ignore problematic employees. Their behavior can negatively impact morale and productivity.
- * Timely action is required against such individuals. This could be a talking to, disciplinary action, or even the removal of a toxic employee.
- * Keep in mind that tolerating such behavior can influence others and affect their own actions.

4. Understanding and Addressing Various Types of Conflict:

- * Create strategies to accommodate different personality types, such as extroverts and introverts.
- * Understand individual communication preferences and create avenues for everyone to contribute to a project or the business.
- * Personal conflicts might require mediation or team-building exercises, while strategic conflicts may need clear decision-making processes.

5. Conflict Prevention:

- * Implement systems to anticipate and reduce potential conflicts.
- * Use thoughtful hiring practices, establish clear company values, and provide mechanisms for reporting issues.

6. Conflict Mediation:

- * Begin with separate conversations with the disputing parties.
- * Establish ground rules such as initial discussion between the parties over a phone or video call instead of text-based communication.
- * Foster a mediation structure where each person takes turns speaking and listening.

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7. Handling Dismissals and Resignations:

- * Communicate transparently the reasons behind such occurrences to the team.
- * Redistribute a portion of the leaving person's salary to remaining team members as a token of gratitude for increased workload.

8. Regular One-to-One Check-Ins:

- * Use individual check-ins to prevent conflicts and align team members with their goals.
- * Regular communication can identify potential conflicts or issues early.

9. Emotional Intelligence in Leadership:

- * Leaders should be aware of their team members' emotional states.
- * They should have the ability to de-escalate tense situations and handle conflicts mindfully.

10. Conflict Management Tactics:

- * Consider the tactic of avoidance in conflict management, choosing battles wisely.
- * Collaboration is an ideal scenario but beware of skewed decision-making dominated by the same individuals.
- * Negotiation: Understand the needs and wants of the other party to find common ground. Use perspective shifting techniques to promote understanding and cooperation.

11. Post-Conflict Follow-Up:

- * Maintain communication and monitor the situation to ensure conflicts don't resurface.
- * Reinforce a positive culture in business settings through regular check-ins and open lines of communication.

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