



# OFFICETEAM<sup>®</sup>

Specialized Administrative Staffing

A Robert Half Company

## WHAT DOES IT TAKE TO GET ALONG?

### Resolving Workplace Conflicts





# Today's Topics

- Six types of people you're destined to encounter
- Seven tips for overcoming conflicting work styles
- Troubleshooting three common work conflicts
- How to have a difficult discussion with a colleague
- How to have a difficult discussion with a manager
- Role-play exercises
- Eight ways to build solid working relationships



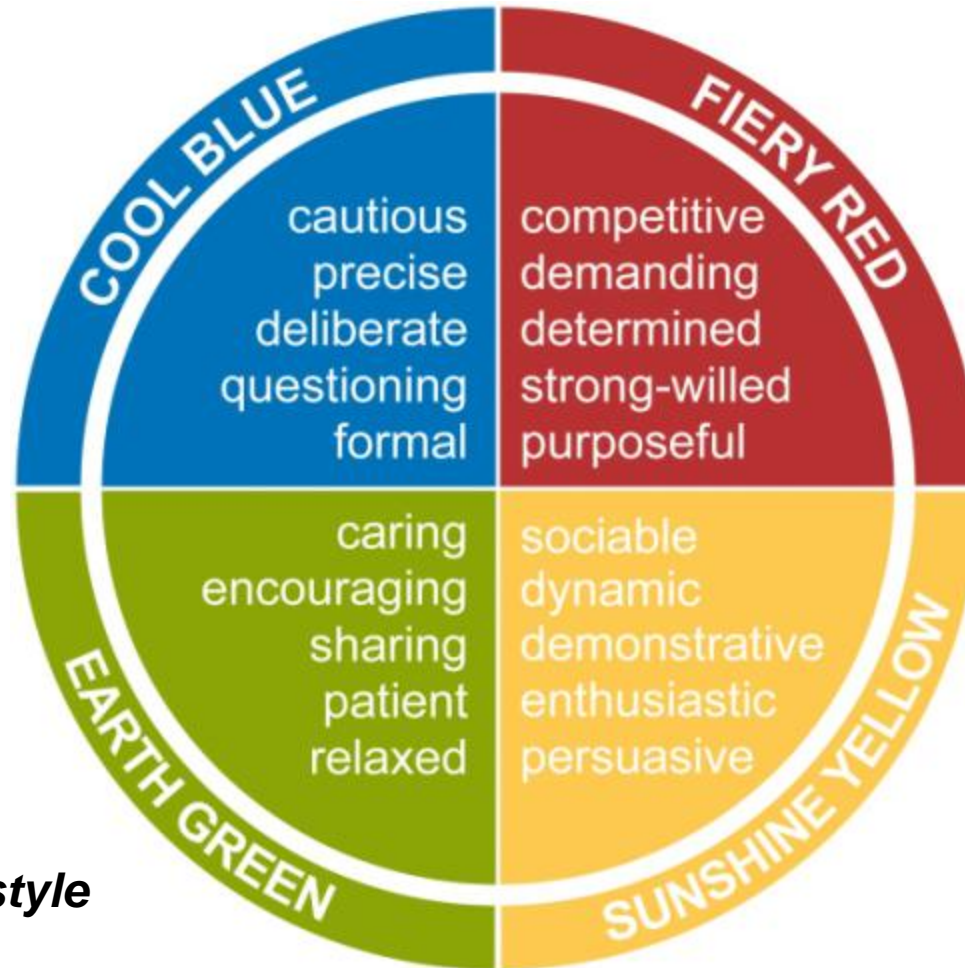
# Work Styles: Different Approaches for Different People

# Understanding Opposites

- 70 percent of administrative professionals surveyed said it could be challenging to work with someone who has a different style than their own
- 66 percent said there are benefits to working with those who have a different approach



# Insights Color Wheel®



[officeteam.com/workstyle](http://officeteam.com/workstyle)

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# Six Types You're Likely to Encounter

1

## The Lone Wolf



# Six Types You're Likely to Encounter

# 2

## The Absent-Minded Professor





# Six Types You're Likely to Encounter

# 3

## The Social Butterfly



# Six Types You're Likely to Encounter

# 4

## The Micromanager



# Six Types You're Likely to Encounter

## 5 The Glass-is-Half-Empty





# Six Types You're Likely to Encounter

# 6

## The Coaster



# Seven Tips for Overcoming Conflicting Work Styles

1

**Take the high road**



# Seven Tips for Overcoming Conflicting Work Styles

# 2

## Work with what you have



# Seven Tips for Overcoming Conflicting Work Styles

# 3

## Get on the same page



# Seven Tips for Overcoming Conflicting Work Styles

4

**Check in  
regularly**



# Seven Tips for Overcoming Conflicting Work Styles

5

**Put yourself  
in their shoes**



# Seven Tips for Overcoming Conflicting Work Styles

# 6

## Don't take it personally



# Seven Tips for Overcoming Conflicting Work Styles

# 7

**Know your  
own behaviors**



# Scenario #1: Your colleague takes credit for your work or ideas

- Request a few minutes of the person's time
- Focus on the facts
- Realize it may simply be a misunderstanding
- Let him or her know you won't allow similar actions to go unchallenged





# Scenario #2: You made a mistake that's created a big headache for a fellow team member

- Don't get defensive or point fingers
- Don't ignore the issue
- Do offer a sincere apology
- Do what you can to correct the situation



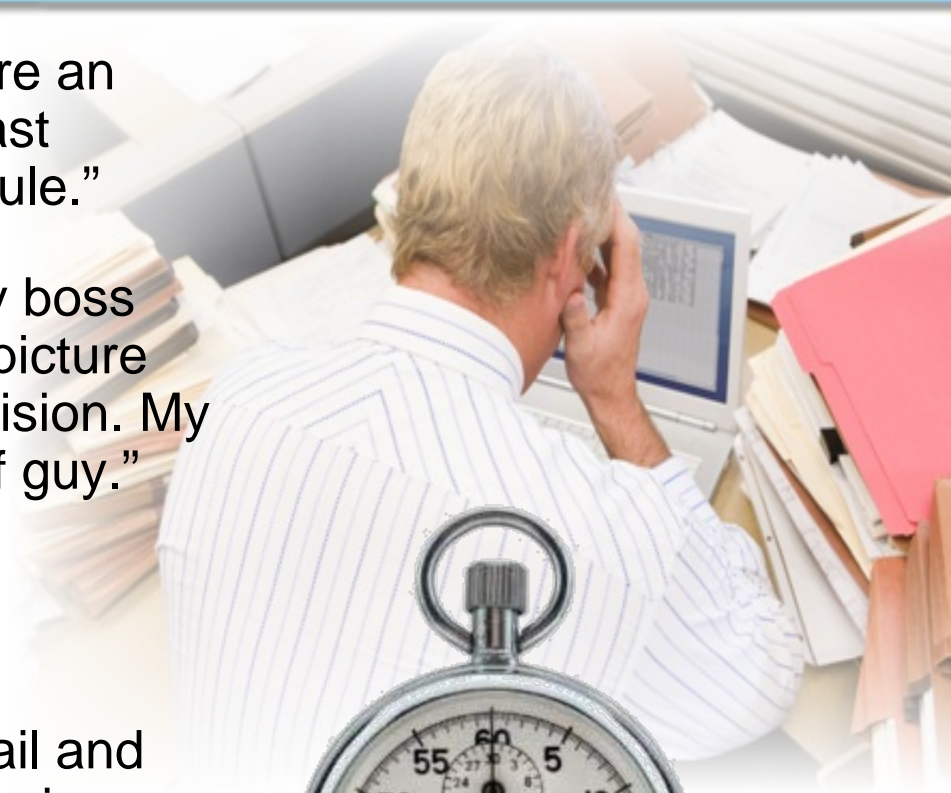
# Scenario #3: You're organized and your boss isn't

"Time constraints and deadlines are an issue: My boss does work at the last minute, and I do it ahead of schedule."

"I am more detail-oriented than my boss and like to have as complete of a picture as possible before we make a decision. My boss is a 'full speed ahead' kind of guy."

"I am highly organized and my boss isn't."

"My manager does not check e-mail and calendars on a regular basis, and misses many appointments."





# Scenario #3: You're organized and your boss isn't



“We sit down and discuss issues. I provide her with examples of the problem and a solution at the same time. We talk through it.”

“I approach my manager lightly, politely and with a smile. I always offer to help or give assistance and find something in common to talk about to help break the ice.”

“For one procrastinator, I drafted presentations leaving blanks or question marks where he needed to insert data.”

“I'm proactive and set deadlines earlier than they actually are.”



# How to Have a Difficult Conversation with a Colleague

# How to Have a Difficult Conversation with a Colleague

- Evaluate the circumstances
- Explain the impact
- Reach an agreement



# How to Have a Difficult Conversation with a Manager

- Think before you speak
- Offer a solution
- Don't complain
- Be customer-service focused
- Be professional
- Be specific
- Watch your tone and body language





# Do's and Don'ts

Instead of this ...	Say this ...
"I don't have time to work on that."	"I'd like to help you out, but my plate is full right now. What's your deadline, and is there any flexibility with it?"
"You're always late getting to my requests."	"I need information from you by the end of the week to complete my project for the management team. Can you meet this deadline? If not, when would you be able to send me the data?"
"Your lunch stinks!"	"Darlene, I'm particularly sensitive to odors, especially food aromas. Would it be too much trouble to ask you to eat outside?"
"This is so simple! Why can't you get it right?"	"Jason, I've noticed several errors in your reports. Let's talk about how to avoid them going forward."
"Sorry."	"I'm very sorry for the mistake I made. Here's what I'm going to do to fix it and make sure it doesn't happen again."
"Beth, I wanted to let you know that Mark is slacking off. You should really do something about that."	"Beth, I've been having trouble getting the information I need from Mark. Can we talk about how that is affecting my workload?"



# Role-Play

## ***THE PROBLEM:***

You find out a colleague is gossiping about you.



# Role-Play

## ***THE PROBLEM:***

You find out  
someone you manage  
has been causing  
friction with others  
on your team.



# Eight Ways to Build Solid Working Relationships

1

**Be yourself**



# Eight Ways to Build Solid Working Relationships

# 2

## Express interest in others



# Eight Ways to Build Solid Working Relationships

## 3 Lend a hand



# Eight Ways to Build Solid Working Relationships

# 4

## Help others help you



# Eight Ways to Build Solid Working Relationships

5

**Play it cool**



# Eight Ways to Build Solid Working Relationships

6

**Say thanks**



# Eight Ways to Build Solid Working Relationships

7

**Be visible**





# Eight Ways to Build Solid Working Relationships

8

**Don't  
gossip**



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