Workplace Strategies for Mental Health

Compliments of Canada Life

E-learning module

Resolving personal conflict

Conflict happens – especially in situations where we have a deeper need that's not being met. That need could be for respect, clarity, validation, control, safety or something else. Before tensions rise too much, take a step back to figure out what these needs might be. Once you understand how you're viewing the situation and consider how the other person might be thinking and feeling, you'll likely be better able to find common ground – or to just let it go.



Name your thoughts

Don't let your emotions get in the way



Assess needs

Figure out what needs aren't being met



Step back

Consider what else might be going on



Use empathy

Put yourself in their shoes



Challenge thinking

Consult someone you trust



Talk it out

Start a Conversation

Learn more about resolving personal conflict

Resolving personal conflict
clwsmh.com/resolving-conflict

Conflict response for leaders
clwsmh.com/conflict-response

All Workplace Strategies resources are available to anyone at no cost, compliments of Canada Life. To learn more, visit clwsmh.com.

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