

Become a global TM with Aspire's Micron Moments!

DEAL WITH CONFLICT THE RIGHT WAY!

Disagreements and confrontation can come up in any situation. Conflict resolution is the ability to get to the source of the problem or issue and find a solution that works for as many people as possible. Good conflict resolution skills are important in any job, but they are very useful in jobs that are very stressful or demanding. In this Micron Moment, we will look at some useful language for both talking about and resolving conflicts.

EXAMPLES

Language to explain the conflict

✓ The problem I have is

ex. The problem I have is you talk down to me in front of other people.

✓ When you do X, it makes me...

ex. When you raise your voice it makes me nervous.

✓ I expected you to do X...

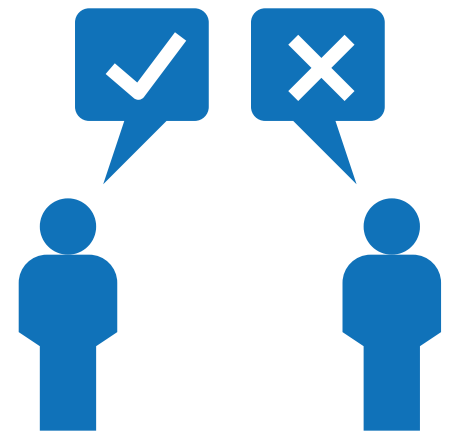
ex. I expected you to tell me if the meeting was changed.

✓ I don't like it when you do X...

ex. I don't like it when you dismiss my ideas in meetings.

✓ I need to talk to you about X...

ex. I need to talk to you about the way you have been acting towards me lately.



Language to resolve the conflict

✓ (Can you) Please stop doing X.

ex. (Can you) Please stop raising your voice at me.

✓ I need you to stop doing X.

ex. I need you to stop standing by my desk and waiting for me.

✓ What can we do to make sure this doesn't happen again?

✓ How do we change the situation?

✓ The next time you can...

EXAMPLE DIALOGUE

Akie: Can I talk to you for a minute Toshihiro?

Toshihiro: Sure Akie, what's up?

Mike: The other day in the meeting I was really proud of my idea, but I didn't like the way you responded. The problem I have is you dismissed my idea and didn't support me in the meeting.

Toshihiro: I am sorry that I did that Akie. I had another meeting, so I was a bit rushed to finish that one up. What can I do to make sure it doesn't happen again?

Akie: Thank you for saying that. The next time you can make sure there is enough time to talk about my idea fully before we move on or end the meeting.

Toshihiro: Ok, I will do that next time and again, I am sorry I seemed to dismiss your idea.

YOUR TURN!

Using the language above, try to explain and resolve the conflict in the situations below:

- 1) A colleague keeps interrupting you in meetings with other global TMs. Explain the situation to him/her and try to resolve it.
- 2) Your manager always asks you, and only you, to work overtime. Resolve the situation.
- 3) You don't feel appreciated at work. Try to explain the situation to your manager.
- 4) A real situation from your work (if you want to share).



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