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| S:\All Staff Info\Logos\CHS Logo notype.jpg Q | The Employee Enhancement Newsletter Helpful Resources from Your Employee Assistance Program, sponsored by Catholic Human Services. |
| June Quarterly Newsletter |  |
| In This Issue  Conflict Resolution  A Guide to Conflict Resolution  We are committed to Employees, Building a Collaborative Environment, Promoting Dialogue & Implementing Solutions  Contact Us  Catholic Human Services EAP Program  (231) 947-8387  We welcome your inquiries.  The EAP provides counseling, information and referrals for employees and their immediate family members. This program is ideal for people experiencing personal distress or simply seeking to improve health and well-being.   * It’s free. * It’s confidential * It’s short-term, solution focused counseling.     If you want to talk, vent or need support please reach out to EAP,  We can help you with outpatient mental health services.  We are here to assist you.  Every contact is confidential!  [This Photo](https://partimonkiki2.blogspot.com/2020/09/good-vibes-drawings.html) by Unknown Author is licensed under [CC BY-SA](https://creativecommons.org/licenses/by-sa/3.0/)  ***Nothing but good vibes &***  ***blue skies. --unknown*** | **Conflict Resolution – How to Set the Stage for a Constructive Conversation**  What you do BEFORE you talk with someone about a difficult issue will largely determine what happens DURING the conversation. When we are upset with someone or nervous about talking with them, we are far more likely to spend our time getting even more angry or nervous. It takes a conscious effort and a rational game plan to offset the natural tendency.  **Questions to ask yourself:**   * **Are you mind reading?** Are you guessing at the person’s motivation, agenda or intention? Guesses are just that, not facts. We get worked up by mind reading and adds to unnecessary stress. * **Are you fortune telling?** It is taking your predictions as fact and sets us up with a confrontational mood. Example; “I know exactly what she’s going to say.” * **Are you indulging yourself in self-righteous outrage?** The outrage leads to angry, resentful state of mind. And does not allow us to engage in a productive conversation. * **What is your goal?** Asking yourself this question, hopefully will help you identify and eliminate unproductive, stressful agendas.   **Focus on trying to understand the other person’s perspective.**  **If you are really upset, vent to someone you trust, when necessary, until the emotional charge has been reduced to a workable level.**  **Ask someone you trust and respect for their perspective.**  **Ask for feedback on how you propose to bring up the conversation.**  **When there is goodwill between two people, they are more likely to enter a difficult conversation with a willingness to hear the other person’s point of view and more likely to want to work things out.**  [This Photo](http://estrelleros.blogspot.com/2019/06/marte-oposicion-pluton-junio-2019-dias.html) by Unknown Author is licensed under [CC BY-NC-ND](https://creativecommons.org/licenses/by-nc-nd/3.0/)  **A GUIDE TO CONFLICT RESOLUTION**  The following skills are ways to resolve conflict and create successful human relationships where everyone wins.  **Do I want to resolve the conflict?** *Be willing to fix the problem.*  **Acknowledge the conflict exists.** *Focus on the issues and behaviors, not personalities.*  **Can I see the whole picture not just my own point of view?** *Broaden your outlook.*  **What are the needs and anxieties of everyone involved?** *Write them down.*  **How can we make this fair?** *Negotiate.*  **What are the possibilities?** *Think up as many solutions as you can. Pick the one that gives everyone more of what they want.*  **Can we work it out together?** *Treat each other as equals with respect and professionalism.*  **What am I feeling?** *Am I too emotional? Could I get more facts? Take time to calm down and tell them how you feel.*  **What do I want to change? (Define the problem)** *Be clear. Attack the problem, not the person. Identify the impact on the team. What do you want the person to do differently? Recognize your inability to control others. What might you do to improve the situation?*  **What opportunity can this bring?** *Work on the positives, not the negatives.*  **What is it like to be in their shoes?** *Do they know I understand them?*  **Make a choice** *Decide if you want to address the conflict? When? Decide if you are ready to listen to the other party.*  **Create the environment for good communication** *Find the right time. Find the right place; calm and private. Avoid crowds or time pressures. Be conscious of your tone, pacing, pauses, non-verbal’s. Appreciate cultural differences. Look for common ground. State what the problem is for you as well as what you would like to be different. Be ready to listen. Maintain an open, attentative posture.*  **Do we need a neutral third person?** *Could this help us to understand each other and create our own solutions?*  **How can we both win?** *Work towards solutions where everyone’s needs are respected.*  **Follow up on your agreements and discussions.** *Acknowledge any positive effort and results. Address lingering concerns (go back to the beginning)*  Conflicts can usually be diffused by acceptance, understanding, appropriate action and professionalism  It is imperative to remember that while you cannot control the behavior of other people, you can control how you react to it.  **EAP LINE: 231-947-8387** |
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