



REFRESHING LAW

Down to Earth

Conflict at work

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Why fireworks are more likely





Risks

- What are the risks?





Rule 1

- Am I the right person to have this conversation?





Rule 2

- Frame of mind/emotional state
- Is the other person ready?





Rule 3

- Reframe the mental context for yourself into a more positive one than negative one





Rule 4

- Assume you have something to learn from the conversation





Rule 5

- Put yourself in the other person's shoes (empathising).





Conflict Iceberg





Create collaboration?

- Share knowledge and information
- Consider alternatives and options
- What might they do to solve it?
- Build trust by listening
- Give and receive feedback





Rule 6

- Don't be afraid to ask a colleague for support





Rule 7

- Prepare
- Make a list of questions
- Use script as aide memoire





Rule 8

- Don't avoid having the conversation
- Act promptly to nip things in the bud





Rule 9

- Keeping professional
 - Controlling the meeting and adjourn if necessary
 - Focus on the behaviour or issue not on the person
 - Address confidentiality and its boundaries





Rule 10

- Confidence
 - Don't respond to manipulating behaviour
 - Remember to the other person you probably come across as more confident than you are



Further reading

- ACAS – challenging conversations and how to manage them





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