

Workplace Conflict Script

1.1 Welcome

Welcome to this workplace conflict training. This module is helpful for all employees as they explore each slide and focus on how to reduce or remove workplace conflict.

If you are not familiar with how to use the features on these slides, please click on the navigation button to begin a navigation tutorial.

If you are familiar with how to use these features, click on the start button to get started.

1.20 Navigation

Let's take a moment to understand the navigation of these slides. Follow along to better understand the functions you see in the framework of the slides.

Throughout this course, you will see PREV and NEXT at the bottom right corner of your screen.

PREV is for previous. Click the PREV button to go back.

Click the NEXT button to advance through the course after completing each slide.

You will also see three lines at the top left. That is the MENU button.

At the top right of your screen is the RESOURCES button where you will find an additional resource that is downloadable for this course.

At the bottom left corner of your screen, you will see a triangle for PLAY/PAUSE.

The bar across the bottom of the slide is the SEEKBAR. That will indicate your progress in each individual slide.

Next to that is a REPLAY button if you need to replay a slide at any time to review the information presented.

The speaker is a VOLUME button to adjust the sound of each slide.

Now that you know how to use each feature, click NEXT at the bottom right of the screen to continue to the next slide.

1.21 Learning Objectives

The goals of this training are to help you:

Identify what workplace conflict is.

Recognize causes of workplace conflict. including negative effects and outcomes.

Define what a SMART goal action plan is, how to create one, and how it can be used to resolve workplace conflict.

Click the next button to learn about some causes of workplace conflict.

1.2 What Causes Workplace Conflict

Workplace conflict is caused by many factors and can be defined as:

Troublesome for individuals and teams in the workplace.

A disagreement between two or more people.

Problematic when people's ideas, decisions, or actions related directly to a job or task are hostile or resistant, this can cause significant stress in the workplace.

These factors can directly affect job performance, meeting project deadlines, teamwork, and other interactions with co-workers.

Click the next button to learn more about the factors and causes of workplace conflict.

1.3 Causes: Negative Effects & Outcomes

(Matthew illustrated avatar) Hi! I'm Matthew! I'd like to share some information about some potential causes of workplace conflict including negative effects and negative outcomes.

There are a variety of negative effects and negative outcomes of workplace conflict. These experiences are hazardous in any working environment. When co-workers become overly stressed from toxic workplace situations that create discomfort and animosity, there are several factors that negatively impact workflow, collaboration efforts, and overall productivity.

Click next at the bottom right of your screen to hear about some negative effects in the workplace.

1.3a negative effects

Some of the negative effects include

Work disruption
Decreased productivity
Employee turnover
and Termination from employment.

1.3b negative outcomes

Some of the negative outcomes include

Increased stress and anxiety
Lower morale
Increase in workplace absences
and Climate mistrust in the workplace.

1.4 Examples of workplace conflict

There are many different examples of workplace conflict. Click on each blue rectangle to see examples of the following: being uncooperative, disagreeing with you, compromising your ethics, and overly social co-workers in the workplace.

1.4a An Uncooperative Team Member

When a co-worker is uncooperative with you, that means they are not doing their part in a project or a job. This can cause workplace conflict, especially if deadlines are not met or if other team members need to complete another team member's work.

1.4b Disagree with you

When a co-worker disagrees with you with an emotionally heightened mood or tone, it can cause workplace conflict. Disagreements can happen often, but when a co-worker delivers that disagreement with aggressive interactions, it can lead to bigger problems, especially when working collaboratively.

1.4c Compromise Ethics

When a co-worker makes the wrong choices, it can directly impact you in the workplace. Sometimes, a co-worker may challenge your ethics in order to complete a project in a manner which creates an ethical dilemma. That can affect your project choices and overall job performance.

1.4d Too Social

When a co-worker is too social, it can lead to problems in the workplace. Sometimes, overly social individuals can talk excessively and be off task which can negatively impact productivity, leading to workplace conflict.

These are just a few examples of workplace conflict that can create problematic situations in the workplace.

Click the next button to complete a knowledge check to check your understanding.

1.5 Let's check your knowledge (Knowledge Check)

Now, let's check what you've learned so far about what workplace conflict is.

Select True or False

Then click submit.

Workplace conflict is troublesome for individuals and teams in the workplace. It is a disagreement between two or more people. When people's ideas, decisions, or actions related directly to a job or task are hostile or resistant, this can cause significant stress in the workplace.

True or false

1.5a Correct:

That's right! You selected the correct response.

1.5b. Incorrect:

That is incorrect. Workplace conflict is troublesome for individuals and teams in the workplace.

1.6 What is a SMART Goal Action Plan

What is a smart goal action plan? It is a problem-solving method that begins with setting a goal and breaking it down into a detailed smart goal.

This plan sets specific objectives to keep a project or climate in any workplace moving forward.

It is designed to support accountability while problem solving in a timely manner. It also provides you with a detailed description of what you are accomplishing.

Each smart component works together to create a balanced plan of action to ensure that workplace conflict is resolved effectively and efficiently. This tool will help you set a specific, measurable, achievable, realistic, and timely goal to identify and resolve a workplace conflict. Once you identify the goal in detail to achieve, you can use this resource to create a plan to map out how and when you will achieve your plan.

You can also incorporate potential obstacles and potential solutions when creating your plan to anticipate additional details to deal with.

You can click on the resources tab at the top right of your screen for a smart goal action plan template to follow when creating a smart goal action plan.

Click the next button to learn what the acronym SMART stands for.

1.7 What does SMART stand for

When creating a smart goal action plan, the first step is to create a smart goal. In order to effectively and efficiently do that, you need to understand exactly what a smart goal is.

Click on each tab to learn more about each step of the SMART acronym.

1.7a

S stands for specific. When creating a goal, you must have a point that is well-defined, detailed, and clear. It answers the questions of who, what, where, when, and why. It focuses on a specific outcome and should be easy to understand.

1.7b

M stands for measurable. In order to ensure that your smart goal is met, you must make sure your goal includes specific criteria to measure progress and determine when the goal has been met. Measurable goals allow for assessing progress throughout the process.

1.7c

A stands for achievable. When creating a smart goal, it's important to ensure that it can be reached. The goal should enhance and utilize your abilities and challenge you while being within your grasp. Through the balance of using time wisely and focusing on the use of your skills, this step combines your available resources, skills, and time to ensure that you meet the goal.

1.7d

R stands for realistic. The best way to ensure success is to align each part of your smart goal with overall objectives, values, and priorities. Be sure to create your goal with a realistic mindset of timeframe to reach it and the available resources you need to meet it.

1.7e

T stands for timely. When your smart goal is created, you must consider the importance of a defined timeframe. A deadline for completion helps you stay accountable while creating a strong sense of strength and motivation to meet your smart goal.

When you follow the smart goal framework, you can create goals that are specific, measurable, achievable, realistic, and timely which will lead to successful outcomes and problem solving in the workplace.

Click the next button to learn about the three steps to create a smart goal for your action plan.

1.8 Creating the SMART goal

In the resources tab at the top right corner of your screen, you will find the smart goal action plan template to follow.

There are two phases to complete when making a smart goal action plan.

The first phase is to create the goal you want to accomplish and convert it into a smart goal. Here are the three steps:

1.8 a steps

Step 1: Create your initial goal. What do you want to achieve? What is the workplace conflict you would like to resolve. Define the issue and decide what you want to accomplish.

Step 2: Break down the goal and make it smart. Follow the acronym and provide details about the goal using the specific, measurable, achievable, realistic, and timely format.

Step 3: Revise the goal and rewrite it using the information broken down in step 2 to make it a smart goal.

Once you complete this phase, you will be ready for the next phase of creating your smart goal action plan.

Click the next button to see examples of smart goals.

1.9 SMART goal examples

Here are three different examples of successful problem-solving smart goals created to resolve workplace conflict. Click on each clipboard example to read more.

1.9a

Example 1:

I will create an atmosphere of understanding and acceptance by finding common ground between conflicting parties. For the duration of three months, I'll hold workshops and meetings to facilitate understanding between all parties.

1.9b

Example 2:

To improve my conflict resolution skills, I will observe possible conflicts over the next month, write them down, and analyze how the conflict could have been resolved in a better way.

1.9c

Example 3:

By the end of two months, I will create a system to ensure that all participants in conversations understand each other's intentions to reduce miscommunication or misinterpretation.

Once smart goals like these are completed through phase 1, they can lead directly into phase 2: creating the action plan.

Click the next button to learn about phase 2: creating the action plan.

1.10 Creating the Action Plan

Once you have completed the first phase, the second phase of creating smart goal action plan provides you with the opportunity to anticipate any obstacles you may encounter throughout this process. You can prepare for potential obstacles and problem solve solutions. Phase two is the action plan to identify those obstacles and provide ways to problem solve.

Here are the three steps:

Step 1: Create the action plan. Identify the steps you will need to take to meet your smart goal.

Step 2: Identify and list potential obstacles to anticipate what could go wrong.

Step 3: Identify and list potential solutions to your anticipated obstacles.

Once you have created your initial goal and converted it into a smart goal on the worksheet in the resources tab, you can complete the underlined sections in the text boxes located at the bottom of that page for this portion of the smart goal action plan.

Click the next button to go to the end of course quiz.

1.11 Quiz introduction

You are now ready to take the course quiz based on what you have learned throughout this entire course.

It is graded.

There are five questions in total.

There are a mix of question types including: multiple choice, multiple response, matching, and true or false questions.

This quiz is not timed.

You have multiple attempts to achieve a minimum passing score of 80%.
You must answer 4 out of 5 questions correctly to do so.

Click next at the bottom right of the screen to begin.

1.17a correct

Great job! You passed.

You can click on the review quiz button if you would like to review your answers, or you can click next to continue.

1.17b try again

You didn't pass the quiz.

You will need a passing score of 80 percent or 4 out of 5 questions answered correctly.

Click on the review quiz button to review your incorrect answers.

Click on the retry quiz button to try again.

1.18 summary

Your successful completion of this course demonstrates that you understand what workplace conflict is, how to recognize it, and how to create a problem-solving plan in the form of a smart goal action plan.

As you have learned throughout this course, workplace conflict is troublesome for individuals and teams in the workplace.

Workplace conflict impacts the working environment through negative effects and outcomes; however, it can be settled.

Through the creation of smart goals and a smart goal action plan, you can achieve success in acknowledging workplace conflict and creating a plan to eliminate it.

Click next to continue.

1.19 Congratulations

Congratulations!

You have officially completed this Workplace Conflict training.

You now have the skills necessary to identify and problem solve conflicts in the workplace.

Click the HOME button at the bottom right of this slide to return to exit this course.