

[S.T.E.P.] HR Tips: 5-Steps For Resolving Workplace Disputes:

Did you know that some simple steps exist to help resolve disputes in the workplace? Leila Bulling Towne, a career coach whose articles have appeared in the Wall Street Journal, Reuters, Christian Science Monitor, CareerBuilder.com, and the Society for Human Resource Management, suggests five steps for resolving workplace disputes:

1. **Own it:** Don't just blame the other person; realize that you're part of the problem as well as the solution.
2. **Use the first person:** Use the first person singular (the "I") to take ownership and put forward ideas like, "I think we're struggling to work effectively."
3. **Find common ground:** Ask yourself and your workmate about what's working in your relationship and what are some of the key strengths each of you brings to the table.
4. **Express your needs:** Tactfully explain what your work needs are.
5. **Listen:** Sit back and listen to the other side of the story; zip your lip!

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