



Managing Conflict & Communication in the Workplace

Speaker: Juanita Hines

Company: Regional Consulting

Website: www.regionalconsult.com

Welcome to the PMI Houston Conference & Expo and Annual Job Fair 2015

- Please put your phone on silent mode
- Q&A will be taken at the close of this presentation
- There will be time at the end of this presentation for you to take a few moments to complete the session survey. We value your feedback which allows us to improve this annual event.

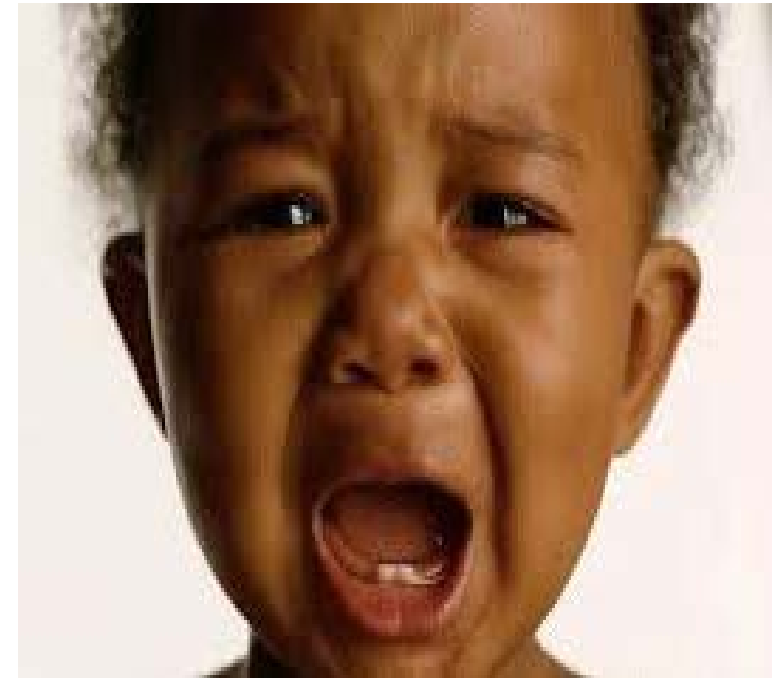
Do you think conflict occurs in the workplace



Learning how to resolve conflict is key



What is YOUR initial reaction to conflict in the workplace?



What Should I do?

- Learn YOUR response to control reaction
- Know your triggers
- Communicate openly and honestly
- Invoke dialogues with colleagues
- Identify the source



Things that make you go Hmmmmmm....

10% of conflicts are due to a difference in opinion. 90% of them are due to a wrong tone of voice.



somee cards
user card

Keys to Resolving Conflict

- Realize that conflict occurs
- Don't wait too late; it may escalate
- Attack the problem; not the person
- Check your emotions
- It's not always what you say....
- Practice being an active listener
- Change your perspective
- View as growth opportunities



Keys to Workplace Communication

- Solicit well-rounded perspective
- Constructive NOT destructive
- Follow-up is key
- Choose the right method
- Schedule proactive meetings
- Take solution-oriented approach
- Never become irreplaceable



Contact Information

- Speaker: Juanita Hines
- Company: Regional Consulting
- Website: www.regionalconsult.com
 - Phone: (703)731-2371
- E-mail: jhines@regionalconsult.com

Thank You