



Top 5 Principles for Communication and Conflict Management in the Workplace

1. Lead by example: Maintain/facilitate constructive working relationships with managers, peers and your employees.
2. Maintain your self-confidence, self-esteem and respect toward others.
3. Focus on the situation, issue or behavior – not on the person.

Do not personalize the conflict as an initiator or receiver.
Minimize blaming.
4. Examine your role in the communication conflict and be willing to adjust your style to facilitate a productive outcome.
5. Take initiative to make things better through consistent words and actions.