10 Tips for the Heavy-Hearted Employee

Tips for employees trying to take control of their conflict, and managers trying to support them. Based off the research in Rising Above Office Conflict

Available on amazon.com, and on Rowman.com with the discount code rlfandf30

1) **Interests In**: Take control over what you let in. Ignore the jabs and insults – try to hear the interests between the attack.

2) **Interests Out**: Take a moment before responding to make sure you are communicating only your key interest.

3) **Straight, No Chaser**: As much as we want to add to that interest, don’t add on other interests, events, people, or jabs. Don’t dilute your request.

4) **Engage Early**: Have frequent check-ins with those around you – what’s working and what do we need to work on.

5) **elf**: Bring concerns up early (as soon as you notice a misunderstanding), logically (before your brain spirals into assumptions), and finally (once you’ve discussed it, let it go, instead of gossiping with coworkers).

6) **Understand Behaviors**: Identifying the behaviors and needs of those around you helps you to interpret what they are asking. Review the 20 common behaviors.

7) **Understand Your Identity**: Ask for what you want in a way that people can hear it, instead of getting mad at them for being a mind-reader. Look at your core identity – gender, spirituality, politics, family, career, etc., and frame your requests in line with your identity.

8) **Choice Leads to Strong Agreements**: People will naturally rebel against anything that felt forced upon them, so allow people to choose the process and the outcome.

9) **Create a Plan Together**: Allow both sides to communicate their interests, then work together to achieve those interests.

10 **Celebrate Little Victories**: This reinforces momentum in a positive direction, supports mental and workplace health, and our brains look forward to celebrations.

The goal isn’t to get rid of conflicts – it is to rise above the nasty fight and learn from it.

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