

10 Tips for the Heavy-Hearted Employee

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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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