

## CONFLICT RESOLUTION: TIPS, SUGGESTIONS & SELF ANALYSIS

Being a Steward involved in conflict resolution is not easy. However, it *is one of the responsibilities related to the job*.

Your main function in this case is to document the incident, attempt resolution, treat both parties fairly and if necessary, remove one or more of the individuals from the work area.

When dealing with conflict resolution, attempt to use a positive approach. Only Stewards who are not sure of themselves feel the need of putting up a front and being overly aggressive, domineering, and belligerent.

Conflict resolution is a difficult situation, however, if you keep your head, your temper, and your sense of humor you have nothing to fear. Being positive in your approach and not disagreeable or on the defensive is one of the biggest strength's we have as Stewards.

When conflict arises between two or more individuals you, as Steward, have a number of potential paths you can take.

First, try and separate the parties. In other words, try and keep the people away from each other for a while. Sometimes this can be difficult, but if you use a little creativity you can often come up with a way. Generally this "cooling off" period allows everyone (including you) to calm down.

Secondly, try and investigate what has happened, or allegedly happened. Talk to both parties *seperately*, after they have calmed down.

Third, instruct the parties, separately, that they need to try and resolve this problem on their own time--NOT at the jobsite. If a person resists this suggestion, inform them that they have the option of filling out a Personnel Complaint Form and submitting it to the Executive Board. Sometimes writing things out can help defuse anger. If they decline this suggestion inform them that you then, as Steward, consider the matter closed. However, if there should be another "flare-up" you may be filing a Complaint Form against both parties for unprofessional behavior.

As a last resort you also have the right to remove someone for disrupting a job site. But remember, this is a LAST resort.