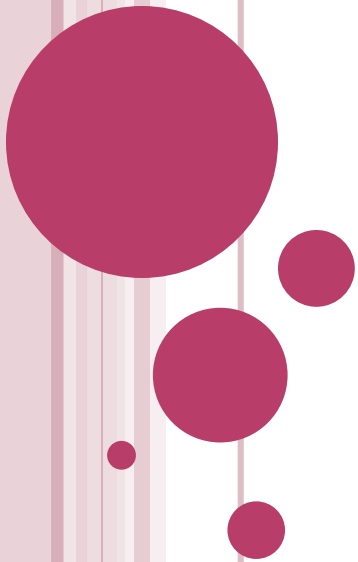


PLAY NICE & STAY EMPLOYED

Work Place Relationships & Conflict Negotiations



OBJECTIVES

- Recognize the importance of workplace relationships
- Build better workplace relationships
- Identify workplace hierarchies
- Interact well with executives, bosses, and colleagues
- Manage office politics more effectively
- Describe and apply conflict negotiation strategies



WORKPLACE RELATIONS: SO WHAT?

- In any given job a person is required to interact with coworkers, clients, and / or a boss
 - On-site – the companies office building
 - Off-site – client visits, sales calls, etc.
- Communication Skills and the ability to navigate workplace relations and conflicts is essential to your success



WORKPLACE RELATIONSHIPS – PAGE 1

- ❖ Building professional relationships is a skill
- ❖ **Directly** related to your success in ALL jobs
- ❖ Requirements:
 - ❖ Excellent Communication Skills
 - ❖ Self-management Skills
 - ❖ Understand Workplace Hierarchies
 - ❖ Official and Unofficial
 - ❖ Negotiate conflicts Effectively
 - ❖ YES YOU WILL HAVE CONFLICTS IN THE WORKPLACE!!



WORKPLACE RELATIONSHIPS – PAGE 2

- You do not have to like everyone you work with but you do need to find a way to get along with everyone!!!
- Positive Work Relations:
 - Create a pleasant & supportive work environment
 - Increase productivity
 - Lead to recommendations for future jobs
 - Make it easier to find a career mentor
 - Make work more satisfying



SELF ASSESSMENT – PAGE 2 - 4

COMPLETE – 10 Minutes

Are You a Hero or a Zero When Building
Relationships

Answer honestly to get accurate results!!!



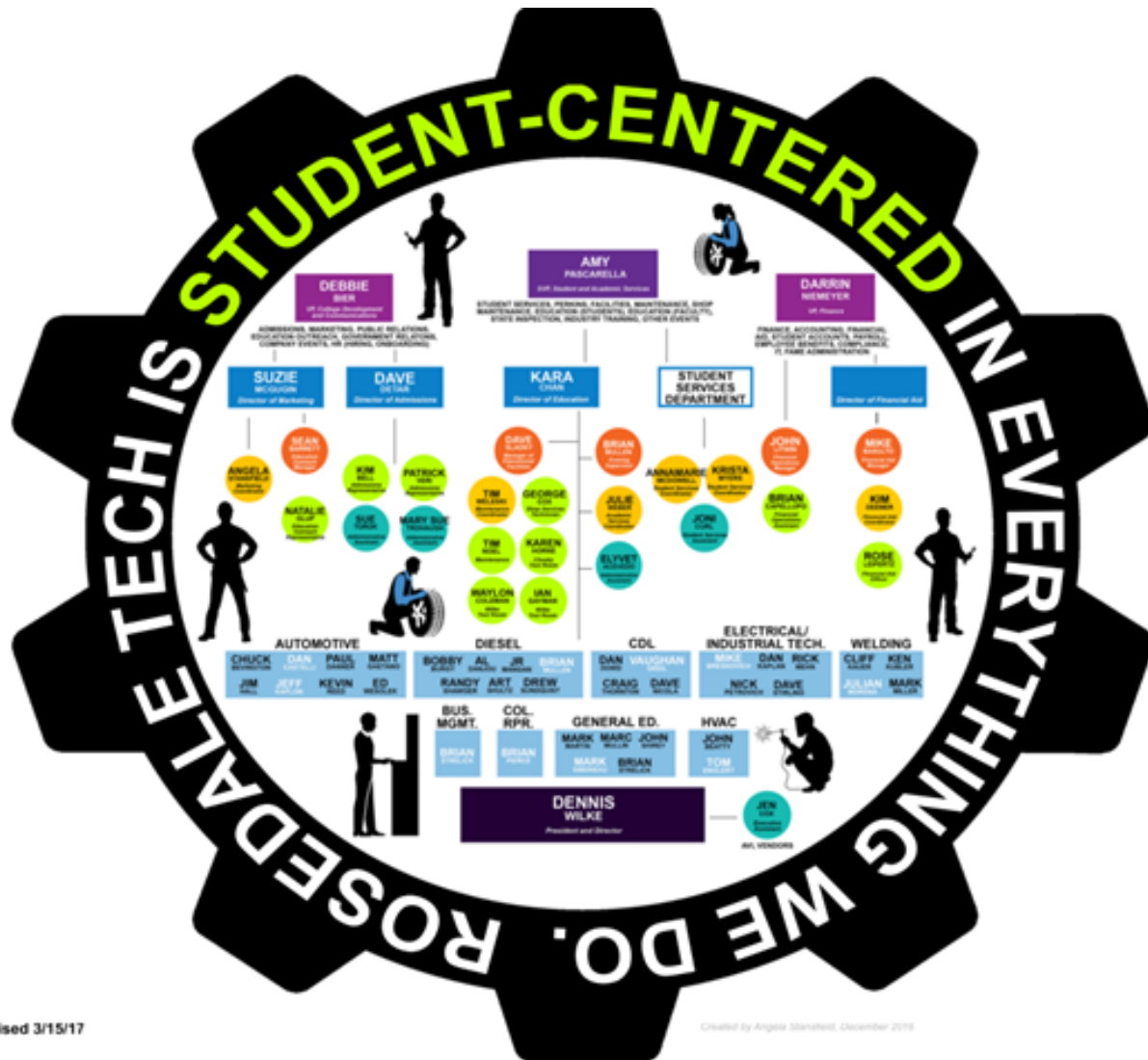
UNDERSTANDING WORKPLACE HIERARCHIES

- ❖ Most companies have a formalized organizational chart (chain of command)
- ❖ Should include names and job titles/position
- ❖ Shows:
 - ❖ Possible career path for advancement
 - ❖ Your immediate supervisor
 - ❖ Any direct reports you may have

How are these related to the success of a company?



ROSEDALE'S HIERARCHY



COMPANY CULTURE

A company's culture includes values, customs (words and expressions), beliefs, goals, and workplace atmosphere (formal, tense, casual, laid back).

Knowing your company's culture will help you navigate its hierarchies and help to add value to the company itself.



WORKPLACE HIERARCHIES:

EXECUTIVES & SENIOR OFFICIALS – PAGE 5

- Responsible for the overall success of the company – usually not day to day operations

- Usual Titles:
 - Owner
 - President
 - Vice-President
 - CEO – Chief Executive Officer
 - CFO – Chief Financial Officer
 - COO – Chief Operations Officer

Create a favorable impression by behaving professionally and modestly



WORKPLACE HIERARCHIES:

MANAGERS AND SUPERVISORS – PAGE 6 – 9

- Usually responsible for the day to day operations

- Our 3 Groups:
 - The Good
 - The Bad
 - The Really Terrible (Abusive)

- Accept 2 important facts about bosses:
 - They are human
 - They make mistakes and are learning also
 - Your behavior does play a part in the interaction



BOSS TYPES

GOOD

BAD

ABUSIVE



WORKPLACE HIERARCHIES:

COLLEAGUES – PAGE 10 - 11

○ Possible Pitfalls:

- One or both of you are unable to perform to the best of your ability while distracted on the job
- One of you gets promoted and is not able to spend time with the other
- A problem with the friendship spills over into the workplace and causes a distraction or makes it difficult to work with the other person



WORKPLACE HIERARCHIES:

COLLEAGUES – PAGE 10 - 11

- 5 tips for developing and navigating work friendships:
 1. Set workplace boundaries with friends
 2. Use caution where trust is concerned
 3. Be fair to everyone
 - Nepotism Policies
 4. Keep workplace friendships professional
 5. Keep friendships outside the company
 - How could this effect customer service?



TIPS FOR NAVIGATING WORKPLACE RELATIONSHIPS – PAGE 13

- Handling a bad-mouth coworker
 - Do not become part of the problem
 - Excuse yourself
- Dating a coworker
 - Can a company have a policy against it?
 - What are some things that could go wrong?
- After-hours drinking
 - Remain professional
 - Do not drink to much
 - What could happen if you are “in uniform”



OFFICE POLITICS – PAGE 14 - 16

NEGATIVE

- Strategies that people use to gain advantage in the workplace at the expense of others
- Can consist of:
 - Backstabbing
 - Cliques
 - Bullying
 - Gossip
 - Favoritism
 - Sucking Up
 - Blame Games

POSITIVE

- Getting people to work together with minimal problems
- Can help you fairly promote yourself and cause
- Combining what the company needs with the ability to get things done



6 WAYS TO MAKE OFFICE POLITICS WORK FOR YOU! PAGE 15-16

1. Create your Own “Organizational Chart”

- Informal network
- Social network

2. Build Relationships

- NOT friendships
- Informal power
- Trust and Respect
- Have multiple networks

3. Govern your Own Behavior

- Know what works in your organization
- Do not get drawn into drama, interpersonal conflicts or arguments
- Maintain Your Integrity



6 WAYS TO MAKE OFFICE POLITICS WORK FOR YOU! PAGE 15-16

4. Steer Clear of Negativity

- Know who is drawn to drama
- Be courteous but be careful what you say to them

5. Listen Carefully

- Be an Active Listener
- Talk twice as less as you listen
- People Like people who listen

6. Use Your Network to Positively Promote Yourself & Team

- Promote you and your team with POSITIVE office politics
- Show the value you and your tem bring to the organization
- Make YOUR team and YOUR boss look good
 - MAKES YOU LOOK GOOD IN THE PROCESS!



CONFLICT NEGOTIATION – PAGE 17

- Conflict is inevitable
- Conflict can range from small to large issues
- Conflict can be between individuals
- Conflict may be caused by department rivalry
- Conflict may be caused by lack of trust with / by management



CONFLICT NEGOTIATION – PAGE 17

Conflict can have some positive benefits if handled in a correct and professional manner!

- ✓ **Most conflicts can be sorted out by simply talking and listening to others**
 - ✓ **REMEMBER to listen twice as much as you talk!!**
- ✓ **Giving people the time and space to express their feelings and concerns can help clear the air and stop conflict**



CONFLICT STYLES: THE THOMAS & KILMANN THEORY

- ❖ 5 Main Styles of dealing with Conflict
- ❖ Based on the degree of Cooperativeness and Assertiveness
- ❖ People Typically have a Preferred Style
- ❖ Different Styles are most useful in Different Situations



CONFLICT STYLES:

THE THOMAS & KILMANN THEORY

1. Competitive

- Firm Stand / Know What They Want
- Useful in emergencies / Decision needs made quickly
- When the decision is unpopular
- Defending against selfish decisions

2. Collaborative

- Try to meet the needs of all involved
- Acknowledge that everyone is important
- Bring together a Variety of viewpoints
- Previous conflicts within the group



CONFLICT STYLES:

THE THOMAS & KILMANN THEORY

3. Compromising

- Solution partially satisfies everyone
- When the cost of the conflict is higher than the cost of losing ground
- When opponents are at a standstill
- Deadline Looming

4. Accommodating

- Willingness to meet the needs of others first
- Surrender a position even when it is not warranted
- Peace is more valuable than winning
- Unlikely to give the best outcomes to the situation



CONFLICT STYLES:

THE THOMAS & KILMANN THEORY

5. Avoiding

- Seek to evade the conflict and hope it goes away
- Delegates controversial decisions
- Does not want to hurt anyone's feelings
- When victory is impossible
- In most situations - a weak and ineffective approach



7 KEYS TO NEGOTIATING A SOLUTION – PAGE 20

- Remain Calm
 - Take time to cool off
 - Schedule a time to meet to discuss the situation
- Avoid Negative Talk
 - Avoid Negative Words
 - Use “I” not “You”
- Allow the Other Person to Talk
 - Do not interrupt them
 - “Two ears One mouth”



7 KEYS TO NEGOTIATING A SOLUTION – PAGE 20

- Ask Questions
 - Do not **ASS U ME** anything
 - Ask Follow-up Questions if necessary
- Agree on the Problem
 - Focus on the Root of the Problem
- Brainstorm Possible Solutions
 - Think Outside the Box
- Negotiate a Solution
 - Win – Win Negotiations



SUMMARY

- There are a lot of important relationships to understand and navigate in the workplace.
- Understanding and respecting hierarchies and learning to deal with conflict in a positive way can be very beneficial in your career.
- Most of us spend a third of our day at work; developing these skills can make those times a lot happier and easier to deal with!





HOMEWORK

- Thinking Break – Page 7
- Thinking Break – Page 8
- Thinking Break – Page 10
- Self-Assessment – Page 12
 - What Would You Do?
- Self-Assessment – Page 17
 - How Do You Handle Conflict?
- Thinking Break – Page 20
- Next Steps – Page 22-23

