March Online Seminar

**Interpersonal Communication - Social Skills for Success**

Explore verbal and nonverbal communication to better understand how interpersonal communication may be interpreted by others.

Available on-demand starting March 19th at www.deeroakseap.com

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**Deer Oaks 2019 Supervisor Excellence Webinar Series**

**Employee Engagement**

A series of practical educational programs designed to help supervisors and managers to build more engaged and productive work teams. This series is available to all supervisors, managers, and other interested employees and does not count toward your organization’s training hour bank.

**Webinar # 1: Creating a Culture of Improved Employee Engagement**

This dynamic presentation will provide several practical strategies that supervisors can utilize in their day-to-day management approach to improve employee engagement and motivation. The session will discuss methods for identifying the needs and interests of staff and techniques for getting them to buy into and work towards the accomplishment of organizational goals.

- Friday, March 1st 1:00 – 2:00 PM CT
  Register: [https://attendee.gotowebinar.com/register/7291651448822880771](https://attendee.gotowebinar.com/register/7291651448822880771)

- Monday, March 4th 1:00 – 2:00 PM CT
  Register: [https://attendee.gotowebinar.com/register/2540442902388928259](https://attendee.gotowebinar.com/register/2540442902388928259)
Keeping Conflicts Constructive

If you’ve ever worked with a team of people, you know that conflict is inevitable. But you may not know that conflict can be constructive.

All too often, disagreements among group members aren’t resolved in a healthy manner. People may leave meetings feeling hurt, misunderstood, or alienated. Conflicts linger, creating tension, and disrupting work.

While you can’t stop disagreements from happening, you can use conflicts as assets—to strengthen relationships, make sounder group decisions, and motivate members.

Using conflict constructively requires that all group members practice basic ground rules of conflict management. Without mutual practice of these principles, conflict can become destructive and downright ugly. Or just as damaging, controversial issues may be sidestepped just to keep the peace. If your team has spiraled down this abyss in the past, it may take some time and effort to correct the problem.

But these ideas will work if the group is committed to them. To make conflict constructive, each member should follow these guidelines:

- Express disagreement.
- Be sensitive.
- Criticize the idea, not the person.
- Don’t be defensive.

Express disagreement.

Group members must first decide they’re going to be honest with one another. This means that when they have differing views, they’ll express those disagreements instead of remaining silent. (This isn’t an invitation, however, to say whatever you want—that’ll be discussed shortly.)

But by not speaking up when you disagree, you deprive the group of potentially valuable insight that might redirect how problems are solved or important decisions are made. You could even say that by not speaking up, you’re deceiving the group because your silence may be seen as agreement.

Group leaders need to encourage open forums, where disagreement is freely expressed. If leaders seem insecure about contrary ideas being expressed, they can’t expect much honesty among members.

In turn, group members are likely to come away feeling dissatisfied because their views aren’t being heard. It also greatly reduces the effectiveness of decision making when all ideas aren’t considered.

Be sensitive.

As you express disagreements, be aware that the words you choose can affect listeners positively or negatively.

For instance, in a class on group communication that I was teaching, a woman made this bold statement: “Men don’t listen well in conversation.” It may have been an honest expression of her opinion, but it certainly wasn’t sensitive to the men in the group.
Instead she could have made a general statement such as, “I find it difficult when someone I’m talking to doesn’t listen well.” This captures the essence of what she wants to say, but doesn’t push emotional buttons for those in the group. And pushing emotional buttons will inevitably derail you from the topic at hand and create unnecessary tension among group members.

Considering your words carefully is more than just being politically correct. It’s extending consideration to those around you. Your disagreements have a greater chance of being heard when you phrase them sensitively.

**Criticize the idea, not the person.**
Express your disagreements in a way that doesn’t devalue the person with whom you disagree. This is an example of how this can be done well:

A man had just finished explaining a project proposal to a committee. A committee member who was opposed to the proposal responded, “One significant flaw in your proposal is that it excludes lower income families from participating in the program, due to cost. What can be done to include them?”

The member who raised the question may have wanted to say something like, “Who’s the bonehead who came up with this idea?” Instead, he addressed the issue and didn’t attack the person. As a result, the discussion moved forward productively.

If your goal is to use conflict to build a more cohesive group, don’t allow personal attacks or name calling to infiltrate your relationships. That will only escalate conflicts and cause people to choose sides.

If conflicts degenerate into personal attacks, you need to interrupt the conversations, make your point about such behavior being counterproductive, and ask the people to restate their disagreements by focusing on the issues. This will set a precedent for discussions. Practice this as often as needed, and group members will learn to express their disagreements openly because they’ll feel safe from verbal attacks.

**Don’t be defensive.**
When you’re on the receiving end of disagreements, you can feel defensive even if the people aren’t attacking you.

But often, the people disagreeing simply aren’t grasping your point. So rather than leaping to defend your positions, listen carefully to other people’s remarks. Ask them to summarize your main points. This gives you chances to pinpoint possible misunderstandings and clarify your positions.

This is a difficult skill to master. Here is an example of how to do it:

At a workshop Jane was conducting, a participant, Bob, interrupted her and accused her of being narrow. Jane’s first thought was to defend her point and move on with her material. Instead, she took a break from her presentation and asked Bob some questions.

“What is your main concern with the idea I’m presenting?” Jane asked. Bob responded with several objections, and the more he talked, the more he seemed to distort what Jane said.
So Jane asked, “What did you hear me say?” Bob paraphrased Jane’s comments in his own words—to which Jane replied, “I think you misunderstood what I was trying to say.”

Then Jane restated her point concisely, asked Bob if this made sense and moved on. In this way, Jane diffused the conflict by entering into it instead of trying to sidestep it.

By asking questions of those who disagree with you, new ideas and suggestions get thrown into conversations. These may lead to creative solutions that hadn’t been considered.

And if your idea eventually falls flat—so what? By inviting discussions, you’ve moved the processes forward in positive ways that defensive reactions could never have accomplished.

You can make conflicts work for your team, but it takes a commitment from all group members. Each person must agree to honestly state disagreements, in a sensitive manner that focuses on the ideas, not the people. Approached in this way, conflicts can be one of your greatest assets.

Ask Your EAP!

The following are answers to common questions supervisors have regarding employee issues and making EAP referrals. As always, if you have specific questions about referring an employee or managing a workgroup issue, feel free to make a confidential call to the EAP for a management consultation.

Q. EAPs see self-referred employees for any type of personal problem. If the problem is primarily about the supervisor, however, will the EAP urge the employee to sign a release so the other side of the story can be obtained from the supervisor?

A. EAPs work with the information provided by employees to guide them toward a workable solution. Complaints about supervisors are common, but EAPs do not need “the other side of the story” from the supervisor to help employees navigate their way to a better relationship. If such information is needed, the employee can supply it or the EAP can request it. You may feel uncomfortable imagining your employees at the EAP office talking about you, but you should understand that EAPs are hosted by organizations. This means EAPs seek healthful and productive resolutions that benefit employees in their roles as workers without dismissing the primacy of the organization or undermining your role or position.

Q. I have an employee who is a very nervous person. He worries about making a mistake around me, and his hands tremble. I am reassuring, but it’s not helping. Should I make a formal referral to the EAP or encourage a self-referral? Is this an anxiety disorder?

A. Your employee’s nervousness affects communication, interferes with the relationship between you, increases his risk of making mistakes and getting injured on the job, and may ultimately cause him to quit. His issues are interfering with his job satisfaction, which is also important. These documentable issues justify a formal referral. Your employee may respond to an encouraged self-referral, but why wait? There is nothing improper about making a formal referral now that will allow you to communicate with the EAP and help him. The employee’s problem is likely some condition related to anxiety, but many things could conceivably cause the behavior you are seeing.

Q. I think supervisors who share information about their lives, personal foibles, and the real problems they face at home and at work are less mysterious. Does this help elicit more cooperation from troubled workers and motivate them to feel closer and perform better?

A. Demonstrating vulnerability will tend to improve relationships in your personal life, but it can undermine your supervisory role in correcting worker performance. The reasons are not mysterious. The employment setting operates with a different set of dynamics than your personal life. Because a paycheck passes downward in an organization to employees and a hierarchy exists to ensure productivity and workflow, there are natural differences in status that exist between workers and those who supervise them. With their higher status, supervisors possess influence and leverage that allow them the power to correct problems, guide employees, judge performance, and discipline and reward workers. But these forces can be undermined. One way to do that is to convince employees that you and they are equal in status. Self-disclosure (being too close and personal) produces this result. If you are perceived as a friend rather than a boss, your employees lose the sense of urgency needed to work under your direction. Coaxing and pleading become faulty tools of persuasion. The same dynamic occurs when parents forgo discipline to become friends with their children.

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