

IMPACT

Manager Supplement

January– March 2005

Did you know?

- Free “Simple Will” Kits are available from Claremont EAP
- A free credit report is available once per year
- Claremont EAP provides legal referrals for family law, consumer issues, traffic violations, and personal injury
- Referrals are available for child care, adult/eldercare, adoption assistance, school/college selection, and pet care

Claremont EAP
800.834.3773

INSIDE THIS ISSUE:

- Seven Steps to Fair Conflict Resolution* 1
- Giving and Receiving* 2

Seven Steps to Fair Conflict Resolution

Conflicts seldom go away by themselves. They require open, clear, deliberate communication if they’re going to be resolved. Often, a conflict evaporates when the different points of view get a chance to be heard in a calm setting. Those who are experienced at conflict resolution have learned to follow these steps.

Is there conflict in your life that needs to be resolved? Why not share these steps with the other person and see if you can agree to use them to achieve a resolution? Afterward, write a few notes about what worked and what didn’t work.

statements. Encourage others to do the same.

4. Ask direct questions about the situation.

7. Whether or not you come to an agreement, agree to work toward a resolution that benefits everyone and schedule a follow-up meeting if necessary.



1. Arrange a meeting with all parties involved in the conflict.
2. Acknowledge that there’s a conflict. Make sure all parties verbally agree on the nature of the conflict.
3. When discussing your role in the conflict, use “I”
5. Confirm your understanding. For example, “If I understand correctly, this is how you see the situation...”
6. Tell the other parties what outcome you want and ask them what they want.

We’re on the web
www.ClaremontEAP.com

Giving and Receiving Feedback

When you respond to another person, you're giving that person feedback. Through feedback, you can give and receive information that can help you or someone else be more successful.

What Is Feedback?

The purpose of feedback is to help people make improvements in the future. But many people are reluctant to give or receive feedback because they associate it with criticism.

- Effective feedback focuses on a person's actions, not his or her attitude, education, background or appearance.
- Feedback in the workplace is about job performance, getting along with others, etc.
- Workplace feedback should not include comments on an employee's personality, private life, or past actions.

How to Give Feedback

Try to give feedback as soon as possible after an action takes place, while it's still fresh in everyone's mind. It's easier when it's fresh and it will show that the situation is important.

Plan Your Feedback:

- Identify the issues.
- Provide examples.
- Be specific: Find out when, where, who and how.
- Make sure your information is correct.
- Identify the desired results

Steps for Giving Feedback:

- Give yourself enough time to prepare your feedback.

- Choose an appropriate time and place.
- Present your feedback with positive reinforcements – be kind but constructive.
- Give details.
- Be supportive.
- Recommend ways to improve.
- Avoid dwelling on negative feedback.
- Try to learn from the feedback.
- Repeat what you heard.
- Use a pleasant tone of voice and maintain eye contact.
- Ask for suggestions.
- Thank the person giving the feedback.

How to Receive Feedback:

- Use your listening skills.
- Avoid responding until the person is done talking.
- Ask for as much detail as possible.
- Accept positive feedback graciously without adopt-

ing an unrealistic view of yourself.

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Managers can call Claremont for consultation regarding employees who appear to be experiencing personal problems, whether or not work performance has become an issue. The purpose of this consultation is to help formulate an approach that effectively facilitates the person receiving appropriate help. The Claremont consultant will review the do's and don'ts for handling these often delicate situations and suggest things you can say and do which are most likely to be helpful.