

Internal Conflict Fact Sheet

When conflict arises, it's important to address it promptly to prevent escalation. Depending on the situation, the parties involved may be able to resolve the conflict by discussing it directly. However, if station management needs to step in, they will work to find a win/win solution. The following approach can be useful for managing conflict:

Understanding the Conflict

1. Identify the Conflict:

The individuals involved must first understand the root of the conflict. What is the argument about? Where is the anger coming from? It may be helpful to map out the conflict visually – put the issue at the centre, give it a name, and link it to each person's perceptions, needs, fears, and feelings.

2. Express Individual Perspectives:

Each person involved should have space to express their perspective on the situation. It's important that everyone shares their feelings and that others listen with empathy.

Avoiding Escalation

To ensure a constructive discussion, follow these basic rules:

- No put-downs.
- No personal remarks, sarcasm, or comments that could hurt feelings.
- Don't bring up past issues—focus on moving forward.
- No interrupting, shouting, or raising voices.
- Don't take sides.
- Address the issue, not the person.
- Use clear communication—everyone should own their thoughts and feelings.

Working Together

1. Agree on Ground Rules:

All parties should agree to the rules and take turns speaking openly and honestly, without blaming others. Use "I" statements, such as "I feel put down when you..." instead of "You make me feel...". This approach helps individuals own their feelings without blaming others.

2. Maintain Control:

Speak calmly and purposefully to help control emotions. Practice active listening—show that you are listening through body language and reflective listening techniques, such as summarising what you've heard (“So you feel that...?”).

Finding a Solution

1. Brainstorm Solutions:

Generate a wide range of potential solutions without censoring ideas. Aim for solutions that benefit everyone—a win/win outcome.

2. Commit to the Solution:

Ensure everyone agrees on the chosen solution, clarify what each person will do, and commit to sticking to the plan. Follow up to check on progress.

Handling Difficult Conflicts

Not all conflicts are easy to resolve, especially those involving serious issues like harassment, bullying, or violence. In some cases, despite using all conflict resolution techniques, irreconcilable differences may remain. In such instances, it may be necessary to suggest a solution that doesn't involve the conflicting parties working together.

Final Tips

- Don't ignore or avoid the problem. Listen to both sides.
- Don't take the conflict as a personal attack or criticism.
- Work collaboratively to find the best possible solution.
- If necessary, involve a neutral third party.