

Conflict Resolution Tips Infographic

Violence and abuse should not simply be accepted as ‘part of the job’, so it is vital that staff are trained to be able to defuse aggression and contain a difficult situation.

Nearly 700,000 incidents of violence at work every year

Signs that a situation may become violent



A sudden change in body language or tone of voice



Pacing, fidgeting or overemphasised gesturing



Disruptive behaviours (e.g. yelling or repeated interrupting)

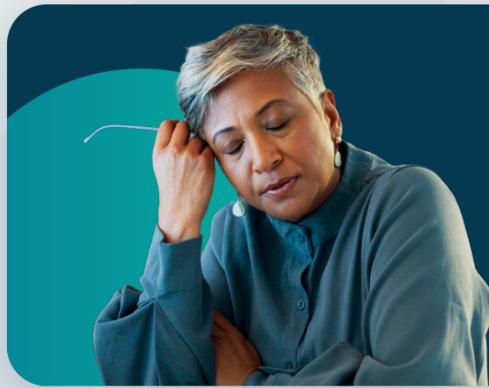


Clenched fists



Tightening of the jaw

Dealing with aggressive behaviour



- Speak slowly and calmly
- Don't take it personally and remain objective
- Avoid defensive body language
- Employ active listening
- Provide solutions

Conflict resolution tips

1

Start by explaining that you want to help resolve the issues

2

Understand the situation by listening carefully to the constructive questions to gain as much information as possible.

3

State the facts clearly to help clarify your understanding. This can be done using statements such as “I see...” and “I understand that...”

4

Give the other person a choice and utilise breaks of silence. This encourages the other party to think, which can help to calm them down.

5

Look for solutions. If you can't resolve everything immediately, try and find something you can do straight away, or put a clear plan of action in place for the next steps that need to happen.

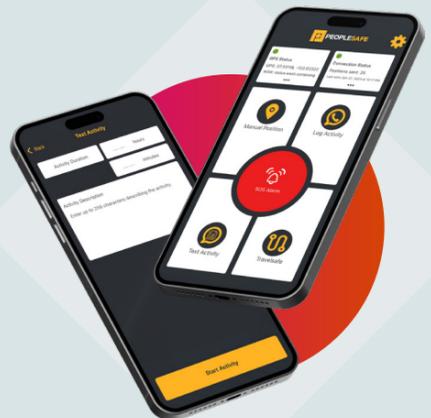
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Shift the conversation to the future. Say things like “we will...” to demonstrate that you are involving the other party in resolving the issue.

Protect Yourself

The number one priority in any situation is your health and safety. People are unpredictable, so there's no “one size fits all” approach to handling aggressive behaviour.

You may be able to diffuse the situation yourself, but equally you could get support from a colleague, remove yourself from the situation or raise a personal alarm.



For more information about how to resolve conflict and improve employee safety, contact us today.

www.peoplesafe.co.uk

