



*EyeSystems*

- Mary E. Schmidt, ABOC, CPO
- Mary@EyeSystems.info
- www.EyeSystems.info

No audio or video recording permitted

1

---

---

---

---

---

---

---

---

*EyeSystems*

### How to Deal with Employees Who Don't Get Along



2

---

---

---

---

---

---

---

---

*EyeSystems*

### Understand Their Conflict

- Rule out EEOC issues



U.S. EQUAL EMPLOYMENT OPPORTUNITY COMMISSION

3

---

---

---

---

---

---

---

---

### Other Options

- Personal values
- Work styles
- Bullying
- Gossip
- Stress



---

---

---

---

---

---

---

---

4

### Encourage THEM to Work it Out



- How can they support each other?
- Leader not parent
- Are you too involved?
- Facilitate

---

---

---

---

---

---

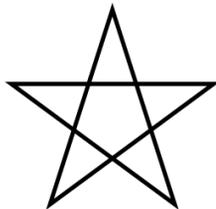
---

---

5

### Facilitation Tips

- Emotions or Facts
- Severity
- One on one with you
- Can they work it out?
- Disagreement is fine – disrespect is not



---

---

---

---

---

---

---

---

6

### If facilitation does not work address the issue quickly

- Nip it in the bud
- Bad behavior negatively impacts the entire office



---

---

---

---

---

---

---

---

7

### Listen to both sides

- Addressing it quickly does not mean a quick resolution – mediate and help them come to a solution
- Facts not emotions



---

---

---

---

---

---

---

---

8

### What is the real issue?

- Look beyond the anger, hurt feelings, sadness, frustration...what actions started the flood of feelings?



---

---

---

---

---

---

---

---

9

## Policy Manual



- Does your manual address professional behaviors and expectations?
- Should it?
- How?
- Create with your team

---

---

---

---

---

---

---

---

10

## Happy Medium



- Might not be perfect...
  - Where do they agree?
  - Stay openminded
  - All input has value
  - Feelings play a part
- Don't need to be friends but do need to be respectful
- Or do changes need to be made

---

---

---

---

---

---

---

---

11

## Write it up

- Keep a record of the meeting and each person's agreement
- Share it with them
- Check in with them



---

---

---

---

---

---

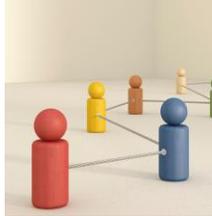
---

---

12

## Teach Communication

- DiSC
- Attend CE programs on communication
- Present an internal class



---

---

---

---

---

---

---

---

13

## Lead by Example

### 8 Ways To Lead By Example



- Work alongside your team
- Have a growth mindset
- Listen to your team
- Comply with the rules
- Trust your team
- Take care of yourself
- Deliver on your promises
- Use kind communication

---

---

---

---

---

---

---

---

14

## Lead by Example



---

---

---

---

---

---

---

---

15

## Conclusion



- Demonstrate the behaviors you want from other
- Communicate your expectations
- Affirm the good

---

---

---

---

---

---

---

---