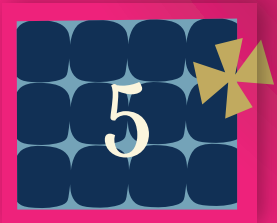


# Season's Greetings!

## Our Conflict Tips to Get You Through the Holiday Season\*

*Click each gift to open*



\*As featured in Personnel Today. [Read here.](#)

Consensio is one of the UK's leading providers of conflict management and workplace mediation services.



## *Awareness*

Be aware and attuned to your triggers and those of your colleagues. Check in with yourself. What am I feeling and why? What might others be feeling and why? What triggers me during the festive period and how can I remain calm in the face of conflict?

*Open more Gifts*





## *Anticipation*

Are there any known issues bubbling, either for yourself or for those around you? Conflict at work, as well as at home, can be stressful, so you might notice warning signs such as fatigue, irritability and withdrawal. What can you do to decrease your levels of stress?

*Open more Gifts*





## *Perspective*

In conflict, we can lose the ability to see a situation from multiple perspectives, often becoming attached to a single, negative point of view. How might it look from other people's perspectives? How might it be affecting them?

*Open more Gifts*





### *Address it...or not?*

Decide whether to address conflict, and this will depend who you are in conflict with. If it's with someone you are in a close working or personal relationship with, you may want to raise an issue – even if it's small – in case it remains unsaid, festers and grows.

*Open more Gifts*





### *Tackle issues early*

If you're a manager, don't wait too long before addressing a brewing office spat. Nipping things in the bud can be important because, if you don't, conflict can escalate and turn into something unmanageable. And if it's the annual company knees-up, it's best not to wait until the event is in full swing to broach the topic.

*Open more Gifts*





## *Mental health and well-being*

Conflict can have a major effect on our health. In recent Consensio research, 75% of respondents said conflict had affected their mental health.

Remember that some people find the festive season difficult due to experiences such as loss or separation. The festive season can be an opportunity to reach out. Be aware of those that are quiet and include them in conversation.

*Open more Gifts*





## *Listen, don't advise*

When it comes to other people's conflicts, we can't always resist solving the problem for them. If a colleague opens up about a problem they're experiencing, it might feel unnatural or even unkind to refrain from giving advice. Often, the best support we can offer is to listen and ask open questions, which makes people feel heard and may help them build their own resources for handling disputes.

*Open more Gifts*







## *Avoidance*

Yes, avoidance is sometimes OK. Steer clear of people you have issues with who you've been unable to reach agreement on. A seating plan can help for both a work social and a family event. A big gathering can be split into separate, smaller events.

*Open more Gifts*

