





# **Module 4 – Conflict Resolution in the Agro-food sector**

Topic 3: New trends and workplace dispute

SESSION 4





# “ Introduction

Emerging trends are **re-shaping processes and cultures** in the agri-food and waste management industry and have **become a necessity** with the increasing population and scarcity of planetary resources. In this session, we are going to explore the **various tools to deal with conflicts at the workplace** for companies that need to expand and adopt new trends.



An aerial photograph of a small, white boat with a blue cabin, floating on a vast expanse of dark blue, textured water. The boat is positioned on the left side of the frame, leaving a small wake behind it.

## **A- Managing conflict at the workplace**



# A- Managing conflict at the workplace



Clear the  
assumptions



Avoid misinterpretations of a team member's behaviour.



# A- Managing conflict at the workplace



Express your intentions




If you feel there is a quiproquo, ask about what is going on and state your real intention.



# A- Managing conflict at the workplace



Avoid gossiping



Advise the gossiping person to talk to the concerned person directly.





# A- Managing conflict at the workplace



Avoid blaming



When something goes wrong, put your energy in finding solutions together instead.





# A- Managing conflict at the workplace




Understand your  
different  
communication  
styles



Humor, sarcasm and irony.



# A- Managing conflict at the workplace



Understanding the  
different  
personality types




Three ego states according to the transactional analysis:

- The child state:
  - The sadapted child



# A- Managing conflict at the workplace



Understanding the  
different  
personality types




Three ego states according to the transactional analysis:

- The child state:
  - The free child



# A- Managing conflict at the workplace



Understanding the  
different  
personality types




Three ego states according to the transactional analysis:

- The parent state
  - The critical/controlling parent





# A- Managing conflict at the workplace



Understanding the  
different  
personality types




Three ego states according to the transactional analysis:


- The parent state
  - The nurturant parent



# A- Managing conflict at the workplace



Understanding the  
different  
personality types



The three states of child, parent and adult effect how we receive, perceive and respond to information or communication from someone.

The workplace is filled with people with different ego states!



# A- Managing conflict at the workplace



Can conflict be  
beneficial?



Yes:

A healthy workplace environment  
is not a place of “yes sayers”.



# A- Managing conflict at the workplace



Can conflict be  
beneficial?



Yes:

Teach your colleagues or team  
how to use the “positive no.”





# A- Managing conflict at the workplace



Can conflict be  
beneficial?



Yes:

Just do it with style and in the  
right time:

Style:

- Avoid personal insults



# A- Managing conflict at the workplace



Can conflict be  
beneficial?



Yes:

Just do it with style and in the  
right time:

Style:

- Avoid bringing up a sensitive  
issue during a stressful time.



# A- Managing conflict at the workplace



Can conflict be  
beneficial?



Yes:

Just do it with style and in the  
right time:

Style:


- Avoid generalizations: “You  
never... you always...”



# A- Managing conflict at the workplace



Can conflict be  
beneficial?



Yes:

Just do it with style and in the  
right time:

Style:

- Avoid bringing up past issues to  
solve a current one.





# A- Managing conflict at the workplace



Can conflict be  
beneficial?



Yes:

Just do it with style and in the  
right time:

Style:

- Avoid mixing different problems  
under one umbrella.



# A- Managing conflict at the workplace



Can conflict be  
beneficial?



Yes:

Just do it with style and in the  
right time:

Style:

- Avoid blaming someone in public



# A- Managing conflict at the workplace



Can conflict be  
beneficial?



Yes:

Just do it with style and in the  
right time:

Style:

- Avoid telling someone else about  
the mistake someone else did.

Thank you





# Contact us

[www.enicbcmmed.eu/projects/mysea](http://www.enicbcmmed.eu/projects/mysea)

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