



# Let's All Work Together



Resolute Mediation & Arbitration Inc.

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## Conflict on the Job: Take it, Leave it OR Work with it?

### Special points of interest:

- \* Save your company money by heading to the mediation table and not the courtroom
- \* Commercial litigation can cost upwards of \$50,000
- \* Conflict can equal an opportunity, not a crisis

As we are all painfully aware, we as a nation are faced with hard times. Budget cuts, layoffs, and a tumultuous stock market has given most cause for worry.

So when you are faced with conflict at your workplace what's the best course of action? Do you duck and run or do you address the problem so that you can continue to go to work in a peaceful and encouraging environment?

Hopefully your answer does not have you fleeing the situation but moving toward a resolution that benefits everyone involved.

Here are a few simple techniques

that you can employ next time you find yourself embroiled in a sticky situation at work:

1. **Speak up. The problem cannot be fixed if you keep it bottled up.**
2. **Use positive language when airing your concern. People do not respond well to complaints.**
3. **Choose your words. Avoid "risky" communication and aim for personal responsibility over blame.**
4. **Look in from the outside. Remove yourself from the situation and try to under-**

**stand where the other person(s) is coming from.**

5. **Accept time as your friend. A lasting and successful resolution takes time so do not expect things to be perfect overnight.**
6. **Work on yourself. It takes two people to create conflict. Be aware of your actions while at work and reduce those that may contribute to future conflicts.**

For further ideas and an in-depth training, contact us to setup a presentation for your office.



### Our area of practice

#### includes:

- \* Contractual Disputes
- \* Real Estate & Construction Disputes
- \* Family Law Mediation
- \* Workplace Conflict
- \* Financial Mediation

## American Airlines Chooses Mediation

Last month, American Airlines announced the use of mediation to settle their disputes concerning all union disagreements. According to an article published in the *Dallas Morning News*, they will be employing the services of the National

Mediation Board to avert any major strikes and issues with the various groups that keep them in business.

Currently, they will use federal mediators to help resolve issues they are experiencing with airplane

mechanics and technical specialists.

For the full article go to:  
[www.dallasnews.com](http://www.dallasnews.com)