

How to Navigate Conflict in a Remote Workplace

GoSkills online course syllabus

Skill level

Beginner

Lessons

10

Pre-requisites

No prior experience needed

Video duration

30m

Estimated study time

30m 2s

Instructor

Bianca Lager

Introduction

1 Remote workplace conflict

Remote workplace conflict can appear difficult to navigate through.

The Conflict Resolution Framework

2 Defining conflict

Conflict can be interpreted in many ways, especially in a remote workplace where you're unable to read body language or social cues as you would in person.

3 Check your emotional state

When conflict arises, so can your blood pressure.

4 Assess the problem

Consider the who, what, when and where of the unsolved problem.

5 Your communication options

What mechanism is best to have a conversation with the parties involved?

6 Leveraging empathy

When you have the chance to communicate, begin with curiosity.

7 Communicating your concerns

Repeat your summary as a neutral observation and bring up one concern at a time.

8

Collaborative solutions

By restating both parties concerns in consideration of the solutions, ensures everyone can execute the collaborative solutions.

9

Building consensus

Mastering consensus in a remote setting is a cornerstone of conflict resolution.

Conclusion

10

The upside of remote conflict resolution

You can take a beat and leverage a variety of comms types without the anxiety of it feeling like a "confrontation".

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