

A lot of conflict happens at the RMA's workplace, and all the team and coworkers must know what to do and how to act in different situations if you want a healthy and peacefull environment. Here's some tips and ideas about how to handle difficult situations.

For more check @troubleshootconflict on instagram to learn more about conflict resolutions in many workplaces.

# TROUBLESHOOTING CONFLICT IN RMA'S WORKPLACE

A guide to help you solve your office's conflicts

## 1: Developing your skills.

#### COMMUNICATION

## WHICH SKILLS?

We know that it's important to have some specific skills when getting a new job. But what about dealing with people everyday? And to resolve conflicts, what exactly do we need?

#### SKILLS

According with some preliminary reseach and survay, the general importants skills to develop at a day-to-day would be: EMOTIONAL INTELLIGENCE

## EMPATHY

PATIENCE AND RESPECT

#### CREATIVITY

LISTENING

#### QUICK THINKING

#### WHAT YOU GET

With that, you will be able to, not only understand others and have a new point of view of a situation, but also make yourself be heard and acknowledged.

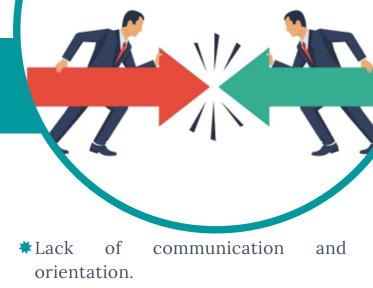
## 2:Causes of conflicts.

## **GENERATING CONFLICTS**

A lot of situations can cause conflict at any part of life. With RMA's workplace shouldn't be different. Because of that, it's important to know what are the most common situations that may emerges at this environment. By looking at a survey made only with differents RMAs, we can understand most of the biggest generators of conflicts.

## SOME SITUATIONS:

- Lack of understanding and definition of the RMA responsibilities and scope of work.
- Lack of trust between each other at the team and in the system.
- Miscomprehension about the rules and standarts they need to follow.



- ✤Big egos and lack of respect.
- Difficulties with inter-departments procedures and each functions.
- Wrong preception about the financial management of a project.
- Differences of personality
- ★A lot of bureaucracy and the designation of multiples tasks.

## ...WHAT NOW?

As we've seen, there are a lot of differents generators of conflict at the RMA's workplace, and there are several others more. Now we can start raising ideas about what a Research Manager can really do to resolve this issues or prevent them to even begin.

## 3: How to solve conflict

## SOME STRATEGIES:

First of all, you all need **patience** to begin with, and will to handle with a lot differents situations, to be able to have a peacefull workplace.

For achieving that, you'll need to create a **collaborative** environment, with **team work**, **tolerance** and **respect**.

The best way to do so is by being **polite**. Talk to your coworkers with **empathy** and **clarity**, make sure you're being understood, at the same time that you'll need show them that they will be **understood** and really **heard**. In consider, you will have to think outside the box. Make sure everyone has space and freedom to talk and expose your ideas and thoughts, by doing so yourself. Show the team that's **important** to have a voice and to know how to say certains things, how to make yourself heard without starting any conflict.

Think about the **general** well-being first: make suggestions and be proactive. If you have some doubt, ask questions to make sure you're all on the same page. For the RMA's, the most important is to have all your task discriminated. When you're hired, you should make sure what are your tasks, by talking to HR or your boss. When in need to do something else, discuss politely what your job actually is, and your thoughts about that. **Expressing yourself** in the right way is the best way to avoid conflict.

But, if the conflict do emerge, you may first maintain calm. Then, you should try to find a middle ground by conciliate visions and clarify informations. If you're in charge, make sure everyone is heard and has space to talk; divide tasks per person, don't let just one with all the work concentrated. So everyone can work together, it's important that you be **transparent** and **make an effort** to explain the entire process, in different ways if necessary, that everyone involves knows what steps need to be made and why.

Is very important that you **understand the other**, so he/she can understand you. **Listen** to your co-workers, **validate** his/her ideas and thoughts, so they could do that for you too.

Always remind that you are **part of a team**, and you have to embrace differents takes sometimes. **Trust** the people you work with.



## Bonus: what NOT to do

There are several things NOT to do when you are in conflict (or just getting one started). Let's review a few ones.

YOU SHOULDN'T:



Yell with your co-workers;

Not explaine what you think or what's your job;

Not being respectiful and tolerant;

Treat people differently;

Hide from problems and pretend it's not there, by avoiding them;

Don't listen to others and put yourself and your interesses firts;

Perpetuate constant fight.

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