



# TROUBLESHOOTING CONFLICT IN RMA'S WORKPLACE

A guide to help you solve your office's conflicts

A lot of conflict happens at the RMA's workplace, and all the team and co-workers must know what to do and how to act in different situations if you want a healthy and peaceful 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.**





# 1: Developing your skills.

## 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:

**COMMUNICATION**

**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 different 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.
- ★ Lack of communication and orientation.
- ★ 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.





## 3: How to solve conflict

### ...WHAT NOW?

As we've seen, there are a lot of different 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 these issues or prevent them to even begin.

### SOME STRATEGIES:

First of all, you all need **patience** to begin with, and will to handle with a lot of different situations, to be able to have a peaceful 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 co-workers 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 conclusion, you will have to **think outside the box**. Make sure everyone has space and freedom to talk and **express** your ideas and thoughts, by doing so yourself. Show the team that's **important** to have a voice and to know how to say certain things, how to make yourself heard without starting any conflict.

Think about the **general well-being** first: make suggestions and be **pro-active**. 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 explain what you think or what's your job;**

**Not being respectful 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 interests first;**

**Perpetuate constant fight.**

## Sources:

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Sudhakar, Goparaju. (2015). A Review of Conflict Management Techniques in Projects. Brazilian Journal of Operations & Production Management. 12. 214-232. 10.14488/BJOPM.2015.v12.n2.a3.

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Vantage Circle, <https://blog.vantagecircle.com/conflict-management-strategies/>

Thank you for reading so far, if you have more doubts or  
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