



### **Most Frequently Asked Questions for Conflict Management**

**Q. Isn't conflict a bad thing to have at work? Shouldn't we always get along?**

A. While it is important to maintain cordial relationships, conflict is a normal and healthy component of any workgroup. Within any work group there will always be differences in thoughts, feelings and needs. Working through those differences in a constructive (as opposed to destructive) manner is central to managing conflict and the essence of "getting along."

**Q. I always feel bad when I have a conflict with somebody. Is that normal?**

A. Feeling discomfort when negotiating conflicting thoughts or needs is common. Using constructive approaches to managing conflict will often improve a work relationship. Individuals who have had several experiences in managing conflict constructively, and have experienced the resulting improved relationship, will often feel less discomfort with conflict.

**Q. Someone I work with does things that make me mad. Isn't it right to expect that he/she should just stop doing those things?**

A. Given that the other person's thoughts, feelings and ideas are just as valid as yours, it may not be reasonable to expect the other person to change his or her behavior solely because you feel angry. Constructively discussing your needs with the other person is the healthiest way to share your needs and wants and to, in turn, gain greater insight into your co-worker's needs as well.