

Mitchell Rothbardt

510-754-7113 • Mitch@MitchRothbardt.com • Castro Valley, CA • www.MitchRothbardt.com

How To Manage Employee Disagreements

"The void created by the failure to communicate is soon filled with poison, drivel, and misrepresentation." – C. Northcote Parkinson

One of the biggest challenges you'll ever have as a manager is when team members don't get along. This happens for a variety of reasons, but whatever they may be, it's your job to ensure that whatever the issue may be, it doesn't affect your workplace.

Here are 4 steps you can take to help manage the issue.

1. Take responsibility.

As the manager, everything that happens in the office is your fault. Even if you didn't know it was happening. If you take that attitude you'll always have the power to fix the situation.

2. Realize common ground.

Always assume that when it comes to work, your team wants to do the best job they can. (If that's not the case you have an even bigger problem on your hands.)

They may have different opinions on how to get their job done, but you at least need to agree that they want to. When managing difficult conversations, it's important to start from a place everyone can agree on so you can establish some sense of community and trust.

3. Let them know what you want.

This can be hard, but as the manager you need to set expectations. Everyone in your office doesn't need to be friends but they have to be able to get the job done. Let them know that whatever disagreement they have, it can't affect their work and if their problem is about work, let them know how you want the problematic job handled. Many times employee disagreements come from a lack of communication from their manager. Expressing how you want something done will help.

4. Believe.

Imposter syndrome is very real and it shows up just when things get tough, like the situations we're talking about. You have to believe in yourself, or at least act like you do. If your team senses you're in control they'll have a much easier time relaxing and getting back to work. If they sense you doubting yourself, tension will build.

As the manager, you must remember that communication and responsibility are the keys to managing your team. I promise if you use these 4 steps, you'll establish a culture that allows for great work to be done.

Mitch Rothbardt

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