

## **Conflict Resolution**

When you work with someone or a group of people, conflicts will arise. The following are suggested ways to handle conflicts:

- Claim responsibility and sincerely apologize for any mistakes you make immediately. If possible, do it face-to-face with the person or persons for whom you caused the problem. If you cannot see them face-to-face, then call them on the telephone. Ask what you can do to help deal with any damage that has been done. Do not wait! The more you delay acknowledging the problem, the bigger the problem becomes.
- Do not attempt to resolve conflicts through email. Email is not a recommended method to conduct emotionally volatile communication.