



SMARTER THAN THE AVERAGE GUIDE

HBR Guide to

Dealing with Conflict

Assess the situation
Manage your emotions
Move on

By Amy Gallo



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HBR Guide to **Dealing with Conflict**

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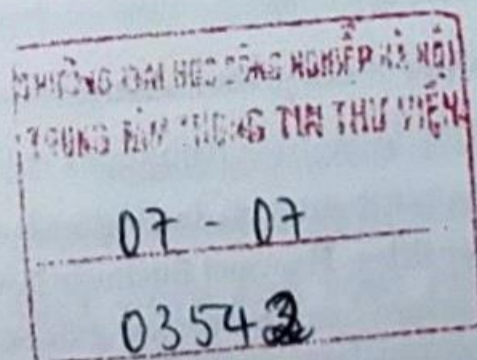


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HBR Guide to Dealing with Conflict

Amy Gallo



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What You'll Learn

While some of us enjoy a lively debate with colleagues and others prefer to suppress our feelings over disagreements, we all struggle with conflict at work. Every day we navigate an office full of competing interests, clashing personalities, limited time and resources, and fragile egos. Sure, we share the same goals as our colleagues, but we don't always agree on how to achieve them. We work differently. We rub each other the wrong way. We jockey for position. But disagreements don't have to be a source of unhealthy tension. So how can you deal with conflict in a way that is both professional and productive—where it improves both your work and your relationships? This guide lays out a straightforward process for addressing nebulous situations. You start by understanding whether you generally seek or avoid conflict, identifying the most frequent reasons for disagreement, and knowing what approaches work for what scenarios. Then, if you decide to address your situation, you use that information to plan and conduct a productive conversation. Knowing there is a process to follow can make