



Episode 275: Resolving Workplace Conflict Before the Drama Gets Out of Hand with Amy McDowell & Sasha Vaikhman

Discussion Starter

Use this guide to spark conversations with your HR team

1. Workplace conflicts often escalate because managers and HR avoid difficult conversations until the problem can no longer be ignored. When do we typically step in on interpersonal conflict, and what usually prompts us to act?

2. Employees who believe no one listens to their concerns are more likely to disengage, leave, or escalate. Where do our employees go when they have a conflict with a coworker or manager, and what happens next?

3. Agreements built on general sentiments like "communicating better" give employees nothing concrete to follow. What recent conflicts would have benefitted from a clearer, more measurable resolution?

4. Conflict resolution efforts tend to fade without accountability once everyone leaves the room. How do we follow up on the commitments employees make, and who owns that follow-up?



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