

## CONFLICT NORMING – RULES OF ENGAGEMENT

Conflict is a natural occurrence when there are differing concerns. Conflict does NOT have to equate with “fighting”.

	ACCEPTABLE BEHAVIOR	UNACCEPTABLE BEHAVIOR
<b>1. LANGUAGE IN THE OFFICE</b>		
What kind of language (verbiage and tone of voice) is appropriate in the office ... in person, on the phone and in email.		
<b>2. EMOTIONS IN THE OFFICE</b>		
What is the emotional aspect of communication that is appropriate in the office ... this can range from passionate to unemotional		
<b>3. RESPECT IN THE OFFICE</b>		
Respect among all team members is vital. Clearly define what you consider to be the appropriate level of respect to maintain.		
<b>4. DISAGREEMENT IN THE OFFICE</b>		
A. What process will we use to address disagreements or conflict? Ideally you will work toward peer-to-peer resolution.		
B. When will conflict and resolution conversations occur --- end of day, at the time the conflict occurs?		
C. Where will the conversations take place --- at the site of the conflict, in a neutral area, in the break area?		

