



San Mateo County
Supervisor Tip

TIP OF THE WEEK

To be a good conflict manager

**Make sure you use the 10 step process
when you confront an employee on an issue**

Confronting a worker on an issue is not something many supervisors relish. However, this is part of the job. Here are ten simple guidelines to aid you when a confrontation needs to take place.

(1) Do it privately and not publicly; (2) Be timely and do it soon after the issue emerges; (3) Deal with one issue and not many; (4) Underscore why the issue is important; (5) Be respectful and friendly; (6) Focus on behaviors and actions the employee can change; (7) Avoid put downs, sounding like a parent and sarcasm; (8) Be willing to listen to their point of view; (9) Seek to involve the employee in finding an acceptable solution; and (10) Insure the worker knows how valuable and important he or she is to you.

THOUGHT OF THE WEEK

**“The trouble with most of us is that we would rather be ruined by praise than saved by criticism.”
Dr. Norman Vincent Peale**



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