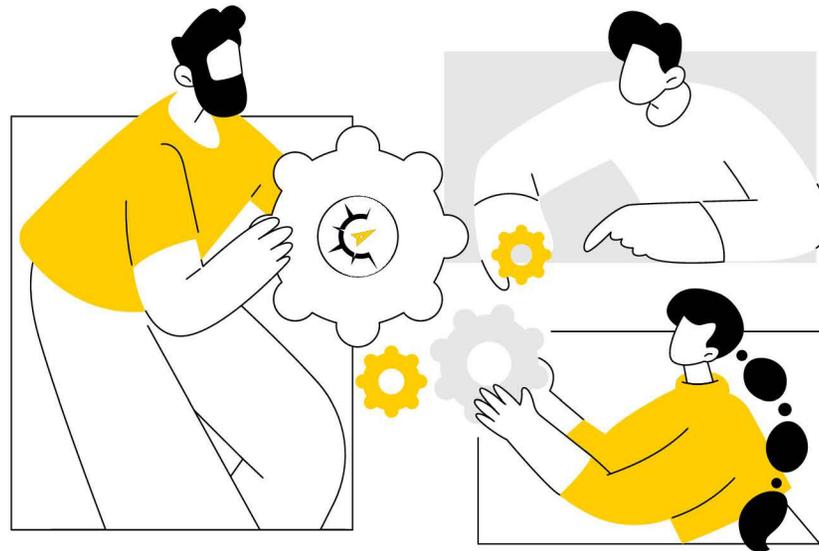


ADDRESSING TEAM CONFLICT TOOL



GUIDANCE FOR SUPERVISORS

UNIVERSITY OF IOWA HUMAN RESOURCES

This document is a tool to diagnose and address common team conflict issues, offering practical strategies to enhance trust, morale, and engagement.

If you would like more assistance in addressing team conflict, reach out us at oe-leader@uiowa.edu for help.





Support Needed	Warning Signs	Action Steps
<p>Encourage Collaborative Problem-Solving</p>	<p>Individuals are stuck in "my way or the highway" thinking.</p> <p>Team members aren't engaging in finding solutions or seem disengaged.</p> <p>A solution is being forced on the group without discussion.</p>	<p>Lead brainstorming sessions where everyone can offer solutions.</p> <p>Ask open-ended questions like, "What would be a fair resolution for everyone?"</p> <p>Facilitate discussions around mutual interests, not individual demands.</p>
<p>Establish Clear Communication and Boundaries</p>	<p>Miscommunication or misunderstandings are frequent.</p> <p>Some team members are crossing boundaries (personal attacks, passive-aggressive comments).</p> <p>Conversations are dominated by one or two voices, with others staying silent.</p>	<p>Establish and reiterate communication norms (no interrupting, speaking respectfully).</p> <p>Set clear guidelines for how team members should handle disagreements.</p> <p>Step in when necessary to moderate discussions and keep things respectful.</p>
<p>Be a Role Model</p>	<p>Supervisors or leaders become defensive or engage in negative behavior.</p> <p>Lack of follow-through on resolving conflicts effectively.</p> <p>Supervisors avoid confrontation, signaling to the team that conflict isn't important.</p>	<p>Demonstrate calm, objective decision-making in tense situations. Hold yourself accountable by addressing issues promptly and fairly.</p> <p>Practice empathy and lead by example in communication and problem-solving.</p> <p>Model how to accept feedback gracefully and respectfully.</p>

The University of Iowa offers a variety of resources to assist employees and supervisors in navigating difficult conversations and conflict situations.

[Visit the University Conflict Resources Page](#)

