

**Sarina Russo**  
 **Job Access**



**Strategies  
to Manage  
Conflict**

**Job**  
Services Australia  
people • skills • jobs

AN AUSTRALIAN GOVERNMENT INITIATIVE

## USEFUL TIPS:

- ◆ *Stay calm*
- ◆ *Remain courteous and diplomatic*
- ◆ *Focus on the issue, not the person*
- ◆ *Try not to interrupt or make excuses - use active listening skills*
- ◆ *Use an assertive communication style*
- ◆ *Take ownership “own” some of the responsibility of the problem*
- ◆ *Swallow your pride and apologize if you realise you were wrong*
- ◆ *Fix the problem! - if you can't yourself refer on to the right person asap*
- ◆ *Follow up on the outcome*

**Call 13 15 59 or visit  
[sarinarusso.com.au](http://sarinarusso.com.au)**

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