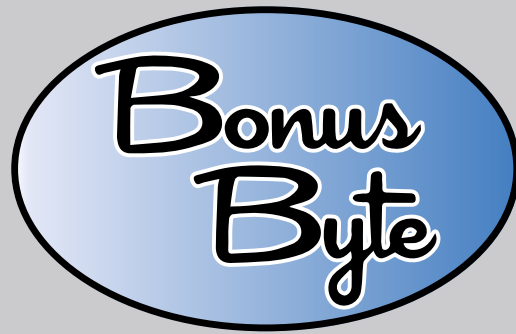


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**Revising Conflict as a Performance  
Management Conversation**

# REVISITING CONFLICT AS A PERFORMANCE MANAGEMENT CONVERSATION

by Guy Harris

While it is possible that a conflict returns because the conflict resolution plan did not adequately address the root cause of the conflict, the most likely reason is that one or both of the involved parties failed to comply with the resolution plan. If one of the parties does not comply with the resolution plan he/she has failed to live up to a valid behavioral commitment.

As the supervisor involved in the resolution process, the behavioral commitment made while developing the conflict resolution plan is made to you at least as much as it is made to the other party. So, if the person fails to live up to a commitment made to you, you have a performance management issue rather than a conflict resolution issue.

In addition, since your conflict definition statement was about business or organizational impact, failure to follow the resolution plan has a defined, negative impact on the business or organization.

In other words, it's time to initiate the steps outlined in the coaching section to help your team member correct his/her behavior.

If coaching does not lead to the desired behaviors, then you can move to implement your organization's disciplinary process. (Remember to include your supervisor and/or your human resource contact in any decisions that lead to discipline.)

# ABOUT BUD TO BOSS

*Bud to Boss* provides new leaders and organizations looking to develop new leaders with insight, resources and powerful learning opportunities designed to specifically address the challenges of successfully transitioning from peer to leader.

To speak with someone about how we can help you or your organization, send a note to **info@BudtoBoss.com** or call the number on this page.

You can learn more about us at:

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Our products and services include:

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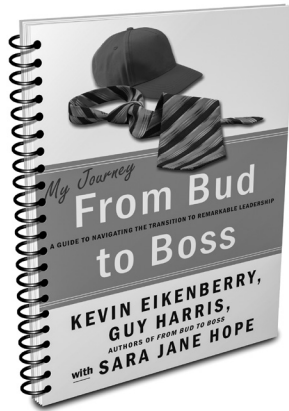


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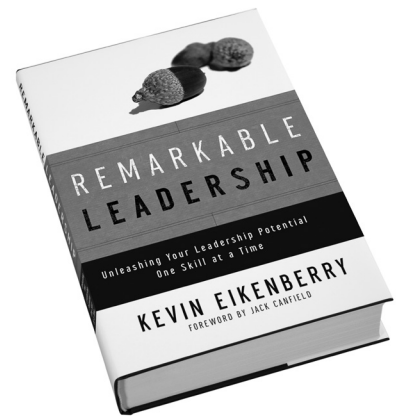


## My Journey From Bud to Boss

A companion volume to the From Bud to Boss book, the Journey is a workbook designed to help you apply the knowledge gained to actual work experiences. It includes activities, questions, and exercises designed to take you beyond the concepts introduced to you during the Workshop or the book. And while this book is completely designed to be written in, all of the templates and tools are available in both PDF and Word document form so that you can use them over and over.

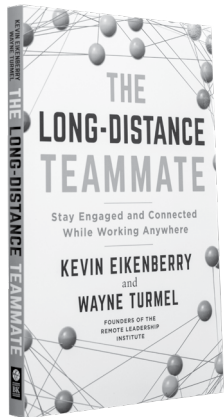
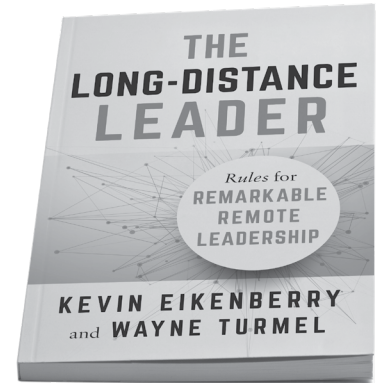
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is a practical handbook written for anyone who wants to hone the skills needed to become a remarkable leader. This book outlines a framework and a mechanism for both learning new things and applying current knowledge in a thoughtful and practical way. It explores real-world concerns such as focus, limited time, incremental improvement, and how we learn.



## The Long-Distance Leader

is a practical, candid look at what it takes to lead people, projects and teams in today's dispersed workplace. The book showcases 19 rules for being a remarkable remote leader, and offers practical models, tools, and best practices to tackle the real-world challenges from how we work and communicate virtually.



## The Long-Distance Teammate

Written by the founders of the Remote Leadership Institute, this book is the most authoritative single resource for helping remote workers get work done effectively, build relationships that are both productive and satisfying, and maintain a career trajectory when they are not in constant close contact with their leader, coworkers, or the organization in general.

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