

职场英语表达：如何处理职场矛盾（下）PDF转换可能丢失图片或格式，建议阅读原文

[https://www.100test.com/kao\\_ti2020/465/2021\\_2022\\_\\_E8\\_81\\_8C\\_E5\\_9C\\_BA\\_E8\\_8B\\_B1\\_E8\\_c96\\_465659.htm](https://www.100test.com/kao_ti2020/465/2021_2022__E8_81_8C_E5_9C_BA_E8_8B_B1_E8_c96_465659.htm) By Rachel Zupek 曾经观点和老板的不一致？曾经和同事想法不同？由于对一个项目看法不一而被一位同事打晕？（呃，也许最后一种有些夸张，不过这样的事情真的曾发生过.....) Make use of the following tips to resolve conflict at work. 你可以试着利用下面的方法来解决职场矛盾。(1) Choose your battles. 矛盾的性质严重吗 How important is the dispute really? Does it truly affect you, and is it a chronic problem? If its a one-time incident or mild transgression, let it pass, says Steven Menack, a professional divorce and business mediator. (2) Expect conflict. 认识到矛盾时时处处都会出现 Decide that friction will occasionally emerge in the course of human relationships, Stieber says. Dont fear it -- rather, learn to spot the symptoms early and see opportunity in the resolution. (3) Use neutral language. 避免强烈的语气 Avoid judgmental remarks or sweeping generalizations, such as, "You always turn your reports in late." Use calm, neutral language to describe what is bothering you. For example: "I get very frustrated when I cant access your reports because it causes us to miss our deadlines." Be respectful and sincere, never sarcastic, Menack suggests. (4) Practice preventive maintenance. 就事论事 Avoid retreating to the safety of withdrawal, avoidance or the simplistic view that your co-worker is a "bad person," Stieber says. These are defense mechanisms that prevent the resolution of conflict. Menack suggests focusing on the problem, not

the person. Never attack or put the other person on the defensive, he says. Focus on actions and consequences. (5) Listen actively. 主动聆听 Never interrupt the other party, Menack urges. Really listen and try to understand what the other person is saying. Let him know you understand by restating or reframing his statement or position, so he knows you have indeed heard him. (6) Get leverage on yourself. 发挥杠杆作用 When dissent between you and a co-worker appears without resolution, it is time to get leverage. Ask to be held accountable. This brings your performance evaluation into the equation but without taking away your responsibility for resolving the conflict. This is hard to do, but remarkable change can happen when you are held to task. 100Test 下载频道开通，各类考试题目直接下载。详细请访问 [www.100test.com](http://www.100test.com)