

SHOW NOTES

S02-E08 **CONFLICT AVOIDING BOSSES**

The Omission of Intervention and Resolution

Word Picture: The Titanic is going down, and the captain continues to think... "I'm sure everything will be okay... let's just hope the problem goes away."

Avoiding conflict is very common among bosses as they refuse to step in and help employees in conflict. This avoidance also plays out in the tendency to avoid conflict by ignoring bad behavior and performance. They hate conflict so much, that they'll just hope people improve.

Do we even need your boss to intervene to resolve conflict? Yes. Can we do it ourselves? If we must.

Conflict costs business over \$1 Billion a year. 85% say that they deal with it at work 36% say the deal with it always or frequently. Conflict is a major reason people quit their jobs. Over 50% say that it was a decisive factor.

Friction is good and results in better decisions.

You must confront the boss with facts if necessary. Explain the effect of the conflict and the impact on the team and its reputation. It may help to explain what's in it for them. Unresolved conflict is like gangrene. It won't go away... one of the people affected will end up gone...

Information/Links:

- [Helpful infographic](#)

