

Managing Conflict in the Workplace



Someone will do it if you don't.

This is the thought at the back of every leader's mind in today's technology-driven work environment. You know that a new competitor can show up at any time, from anywhere in the world, boasting a new offering that customers will love. It's healthy to have such competition serving the market, but it means companies need to move fast if they want to remain leaders in the industry.

If you're going to be successful, you have to operate at the

EDGE OF CHAOS.

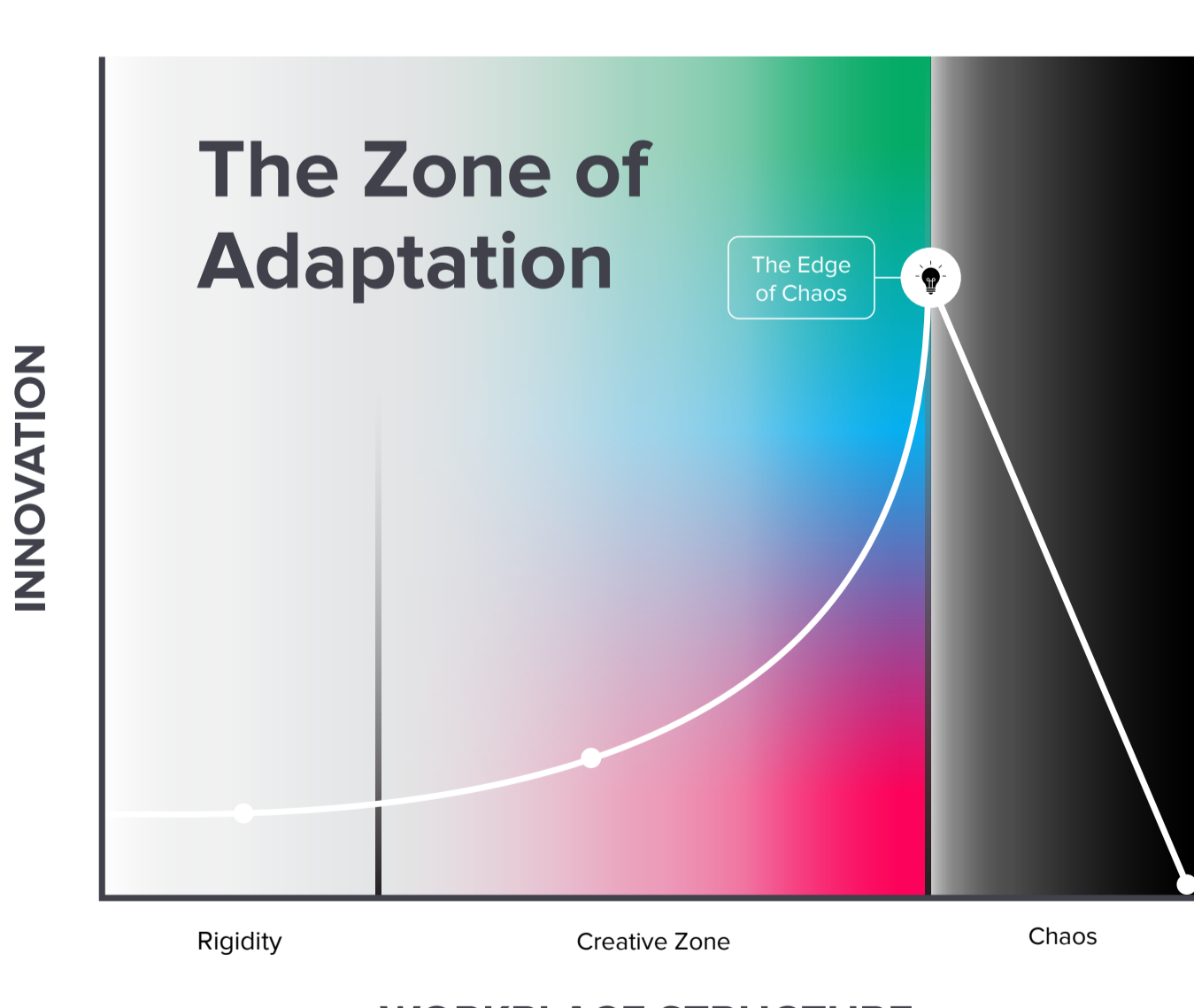
What is the edge of chaos?

It is a highly unpredictable—but productive—work environment where different perspectives constantly bump into each other and create new ideas. If you're going to operate at the edge of chaos, conflict will be part of your workplace culture. But certain types of conflict in the workplace can actually be productive. When teams learn to manage it, they can clarify important considerations and accomplish more together.

The Zone of Adaptation



The *zone of adaptation* is the sweet spot between rigidity and chaos. When you're in that mindset, you can execute what you're currently doing while considering ways to do it differently.



In the workplace of the past, change was infrequent and episodic. If you were going to move out of the zone of adaptation, the expectation was that you'd move into rigidity. You would consult your supervisor for direction—and ensure that nothing broke. But now, when most of what we trade is knowledge, we live in a “move fast and break things” world. We need to learn to thrive on the opposite end of the zone of adaptation: the edge of chaos.



To learn more about Managing Conflict in the Workplace, visit corestrengths.com

