

Understanding Conflict at Work



Objectives

- Give 3 examples of common causes of conflict in a place of work
- Identify how these could be prevented
- Give 3 examples of an employees' rights in a place of work that has been guaranteed under the Equality Act 2010
- Give 3 examples of what would be viewed as unacceptable behaviour under the terms of the Equality Act 2010

Conflict

What do I mean by conflict?

Can you define conflict?

a serious disagreement or argument, typically a protracted one.

**Now put that definition
into context of a
workplace**

Workplace Conflict



Organisational conflict, or workplace conflict, is a state of discord caused by the actual or perceived opposition of needs, values and interests between people working together.

Conflict at work takes many forms. It may be that two workers simply don't get on; or that an individual has a grievance against their manager.



Task:

Give 3 examples of common causes of conflict in a place of work

1.

2.

3.

How could each of the causes you identified be prevented?

1.

2.

3.

The Equality Act 2010



Can you name the protected characteristics?

- age
- marriage and civil partnership
- sexual orientation
- religion
- disability
- pregnancy and maternity
- sex
- race
- gender reassignment

Create a mnemonic to help you to recall all nine

How are they protected?

Direct discrimination

This is when someone is treated less favourably than someone else.

It is obvious, such as you cannot have a place here because you use a wheelchair.

Indirect discrimination

This can be when there is a requirement for all staff that will especially affect one member of the community.

Harassment

Unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual.

This applies to all protected characteristics apart from pregnancy, maternity & civil partnership

Task:

Give 3 examples of an employees' rights in a place of work that has been guaranteed under the Equality Act 2010

1.

2.

3.

Task:

Give 3 examples of what would be viewed as unacceptable behaviour under the terms of the Equality Act 2010

1.

2.

3.