



Creating a Positive Work Environment - Worksheet

For any organization to operate successfully, its employees need to get along. It doesn't matter where you are in the organizational chain, if there is conflict with a manager or coworker, neither of you can work at your optimum performance. This worksheet is designed to help you work through the reasons one might have a conflict and how to resolve and overcome it.

The conflict I'm having with my boss or coworker & my views on it:

Blank area for writing the conflict and views.

How my boss or coworker views the conflict:

Blank area for writing how the boss or coworker views the conflict.



Evidence that supports my view:

[Empty text box for evidence supporting the view]

Evidence that disputes my view:

[Empty text box for evidence disputing the view]

The underlying cause of this conflict is:

- Personality clash
- Lack of role clarity
- Your lack of confidence in your boss's/coworker's ability
- Poor communication
- Poor or lack of clear instructions
- Your boss's/coworker's lacks confidence in your ability
- Values, Integrity and Ethics don't match
- Other:

[Empty text box for underlying cause details]

I have tried to resolve this conflict by:

[Empty text box for resolution attempts]



What my boss or coworker has done to try to resolve it:

I usually handle conflict by:

These 'triggers' generally instigate a conflict with me:

My reaction when a 'trigger' happens is:

I could handle this differently or in a more positive manner by:

During this conflict, I am treating my boss or coworker this way:



I am guilty of:

- ___ Talking behind my boss's/coworker's back instead of going to him/her to resolve issues.
- ___ Purposely undermining my boss when talking to coworkers.
- ___ Withholding thoughts instead of being truthful with my boss or coworker.
- ___ Disagreeing just because I don't like my boss or coworker.

Aside from times of conflict, I:

- ___ Am a positive contributor to the organization
- ___ Practice resourcefulness
- ___ Do my job to the best of my ability
- ___ Learn new skills and job-related responsibilities quickly
- ___ Am quick thinking and decisive when it comes to decision making
- ___ Am supportive of my boss and co-workers

3 things I can do differently to ensure I'm a positive contributor to the organization:

3 things I can learn from this experience that will benefit my existing and future positions within this organization or in another:

