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How to overcome **conflicts**?

A practical method to stay grounded and maintain professionalism and objectivity, even in the most challenging moments.



Conflicts are inevitable in any organization. What truly matters is how we manage and resolve these disagreements to maintain a **healthy and productive work environment**.
Today, we achieve this with the RECEIPT method. 👇

R **Resist the urge to label** — Avoid assigning labels or making snap judgments about the people involved in the conflict.

E **Empathy** — Try to understand the other person's perspective. Putting yourself in their shoes helps build mutual understanding and reduce tensions.

C **Common point of interest** — Identify a shared interest that all parties can agree on. Use this as a foundation for the discussion.

E **Elevate** — Take a broader and more objective perspective on the conflict to identify hidden dynamics and implications.

I **Inclusive solution** — Look for solutions that benefit all parties involved and have positive long-term effects. Win-win and long-term solutions are always the best.

P **Problem** — Focus on the issue at hand. Addressing the problem rather than attacking the people involved helps maintain a respectful and productive work environment, reducing the risk of escalation.

T **Timely approach** — Address conflicts promptly before they escalate. Acting early can prevent minor issues from turning into difficult situations.