

Conflict at work comes in several forms. First, there are the people who pretend there's no problem when there's an obvious problem. They may say something like: "I don't see an issue here." When you try to explain, you're hit with: "You're being illogical." When things escalate, this becomes the ultimate insult: "You're too emotional." (Women, beware.) Turning the conflict around so it's about you is a tactic—a crazy-making tactic. No matter what you do, you're seen as unreasonable or you're labeled as the one picking a fight. In this scenario, they win and you lose.

Another common approach to conflict at work is outright aggression. People who habitually choose this approach are bullies. They are the hyper-competitive, anything-goes, take-no-prisoners, narcissists among us. These people prove their worth by dominating. They're especially dangerous because they often have vicious followers who do their bidding. When these bullies get mad, watch out.

Then there's my least favorite tactic of all—passive aggressiveness. Passive aggressive people seem to be supportive, logical, and even helpful—until you read between the lines. Their attacks don't seem like attacks because they are so good at hiding their word-weapons. Sometimes, you don't even know you've been hit until later. Fighting with these people is like shadow boxing.

Disagreements and even true conflict are inevitable at work, for some pretty good reasons: the constant flood of information means that we are always touching different parts of the elephant and constant change requires constant debate. In a perfect world, we follow the textbook advice, treat these sources of conflict logically, behave like adults, and get on with it.

The problem is, we're not working in a perfect world, and none of us is perfect. We each bring our own baggage to work each day. And, some of our issues rear their heads again and again. At the top of my list of sources of work conflict are: personal insecurity, the desire for power and control, and habitual victimhood.

1)

## Several Form of Conflict at Work

There are several forms of conflict at work, caused by different people using different tactics.

First, there are people, who use crazy making tactics due to personal insecurity. They deny the existence of a problem to pretend other person illogical.

Secondly, there are people who use outright aggression tactics due to their desire for power and control. They want dominance over other employees by their aggression.

Thirdly, there are people who use passive aggressive tactics due to their victimhood habit. They invade their colleagues by their word weapon, without letting them know that they have been hit. However, any kind of conflict

at work is not bearable as  
all the employees need to  
cooperate to work effectively  
as no one is perfect.

Precis = 119

Passage = 310