

# Resolving conflict in the workplace.



In today's fast-paced automotive industry, where teams are often smaller and resources are limited, prioritising your wellbeing can be a challenge. Our [M]enable Moments guides are designed to assist you in navigating various aspects of mental wealth.

In our eleventh guide, Stephen Whitten, founder of [M]enable, discusses the strategies and approaches for dealing with conflict.

There are many reasons why conflict can arise in the workplace. As we delve deeper into becoming a mentally wealthy business, leader, or team colleague, the strategies and approaches for dealing with—and hopefully resolving—that conflict become clearer.

## A definition of conflict:

*Competitive or opposing action of incompatibles: antagonistic state or action (as of divergent ideas, interests, or persons) a conflict of principles. b. : mental struggle resulting from incompatible or opposing needs, drives, wishes, or external or internal demands.*

## It's helpful to begin by exploring why conflict may arise in an automotive business.

- **Lack of communication** — Differences in opinion and understanding can arise when one or more parties feel they don't have all the facts.
- **Fear or low confidence** — Bolder individuals may dominate conversations, leaving others feeling inferior or doubtful. In both cases, this often stems from fear or a lack of confidence.
- **Different priorities** — When individuals, teams, or businesses lack clarity on their purpose and goals, conflicts may emerge due to differing priorities and perceptions of what is important.
- **Personality styles** — Everyone is different, so leading a team with a one-size-fits-all approach can lead to varied responses. Leaders must be adaptable.

## Examples of what can cause conflict in an automotive business:

- Differences of opinion on the direction, goals, or objectives of the business.
- Disagreements on how to handle a query or concern.
- Lack of communication—failing to share options and acting in isolation.
- Inappropriate or misguided banter—which can sometimes cross the line into bullying.
- Arguments over appointments or customers.

A busy dealership faces many challenges daily. As we strive to embrace diversity and recognise everyone's uniqueness, it's important to stay aligned. During this process, conflict may arise—and that's perfectly natural. Our mental wealth will help us navigate these situations constructively.

## Here are some tips for resolving conflict:

- **Talk directly:** Speak with the person you have an issue with.
- **Choose the right time:** Pick a moment when both parties are available and open to discussion.
- **Listen actively:** Show that you are listening and make an effort to understand the other person's perspective.
- **Avoid blame:** Refrain from name-calling or assigning blame.
- **Share information:** Provide relevant details to clarify the situation.
- **Act with empathy:** This doesn't mean taking sides or sympathising, but rather working toward a constructive outcome that leaves everyone feeling positive.

For more information or help in your business, please get in touch at [action@menable.org](mailto:action@menable.org)

Supported by

**MOTORS CAZOO**



## About Stephen

Stephen Whitton was an Automotive Trainer, Speaker, Consultant, and Coach, known for his ability to captivate an audience on stage.

Despite his outward success, for many years he faced mental health challenges stemming from unresolved childhood trauma.

In 2020, he confronted these challenges head-on with the guidance and support of his inner circle.

This journey inspired the creation of [M]enable, an initiative focused on equipping leaders and businesses with tools to prioritise mental wellbeing in the workplace.

[M]enable fosters open discussions to promote a more empathetic, supportive, and resilient industry culture.

If you'd like to learn more or want help to embed mental wealth thinking into your business, please contact us via [www.menable.org](http://www.menable.org)

Supported by

**MOTORS** **CAZOO**