

RESOLVING CONFLICTS IN TIME PREVENTS ABSENCE

Practical checklist for preventing and resolving labour disputes



Clashes occur in any work environment. For example, a difference of opinion about the way of working or tensions in the relationship between employees. Usually, such situations can be resolved amicably. But what if you can't? In that case, such clashes can result in a labour dispute or even absenteeism.

This checklist gives you practical tips to prevent or resolve a conflict. Click on the links for more information.

Preventing labour disputes

Ideally, a disagreement in your company does not turn into a conflict at all. To avoid conflicts, you can take these steps.

Ensure to have a WPS policy in place

The legally required [work-related psychosocial stress \(WPS\) policy](#) sets out how you try to prevent inappropriate behaviour in your company. In this policy, also explain how you deal with labour disputes. And share this with your employees.

Hold regular work meetings

Do you identify work-related bottlenecks in the workplace? Discuss this in the team meeting. This way, you can solve bottlenecks before irritations grow into conflicts.

Recognise the signals in time

Do you notice that your employees are unmotivated, are absent more often, do not discuss their differences or participate in group formation? Enter into dialogue and see if there is a conflict. This way, you can look for solutions in time.

Make clear agreements about giving feedback

Want to give feedback? Do this without jumping to conclusions. Speak to the other person about his behaviour, but also be open to alternative explanations and solutions. This way, you prevent giving feedback from leading to a labour dispute.

Tip

- Get started with the WPS policy using the [WPS checklist](#).
- Pay attention to WPS through the appointment of a confidential counsellor.
- Work with the [My Organisation Expert](#) to achieve a positive working atmosphere.

Tip

- Set clear goals, tasks and time schedules. This reduces the risks of discussions and conflicts.

Resolving labour disputes

Is there a labour dispute in the workplace? Then you want to resolve this before your employee calls in sick. Use these tips:

Build in a cooling-off period

Is the situation threatening to get out of hand and does your employee want to call in sick? Allow him to clear his head for a few days without reporting him ill. Then talk about the situation and find a solution that you can both live with.

- Give your employee paid leave for a short period of time. In this way, peace returns, points of view soften and you can resolve the conflict.

Tip

Prevent escalation through communication

Give your colleague room to speak out. Are you unsure whether your message has been received properly? Then ask for a response there and then. Keep emotions and facts apart. And be open to the other person's interpretation.

Use the help of the staff welfare coach

The staff welfare coach can prevent a conflict from getting out of hand and, as an independent third party, looks for a solution together with you and your employee. This way, you prevent or shorten absenteeism.

- Finding a solution to a labour dispute without lawyers or legal experts? Then aim for '[Sustainable Collaboration](#)'.

Tip

What to do if the labour dispute has gotten out of hand?

If the labour dispute has gotten out of hand, we offer you options to restore labour relations. And if the conflict is beyond resolving? Then we can give you tips on how to end the relationship amicably.

Call in an independent mediator

Are you unable to solve it together? But you do want to? Then ask for a staff welfare coach who can mediate in restoring labour relations.

- If working together is no longer possible, the staff welfare coach can discuss the options with you and your employee.

Tip

Book a consultation with the company doctor

Are you unable to prevent the employee from calling in sick? If so, process the sick report and ask for a consultation with the [company doctor](#). Only the doctor can determine whether or not the employee is ill for medical reasons.

Call in a mediator

Has the labour dispute reached a deadlock and has your employee contacted a lawyer? Then call in a [mediator](#) yourself. This is useful if you have an interest in preserving a positive relationship for the future or if you want to separate without a fight.