

5 Strategies to Navigate Conflict Within Business

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Dealing with family conflict is a challenging but necessary part of running any family bus

depth of familial relationships, there are many layers to peel off when getting to the bottom

For the same reasons, however, resolving conflict in a family business can be extraordinary. The newfound harmony has on the business all the more profound. Keeping the following in mind, successful family members are in navigating conflict in the family business.

Lean Into the Process

Most of the time, conflict within a family business has nothing to do with the surface-level intervention. Therefore focusing on the process will allow you to figure out the real reason is being said but on *why* and *how* it's being said.

By being aware of the *why* we can understand how we are responding to each other. This person's worldview and background; it will serve as a foundation for mutual respect and understanding. Shedding some light into the family members *why* we can bring a new level of understanding.

It is important to note and have family members understand that often, how the person responds to do with the content of what you are saying; it has everything to do with what it means to you communicate in a difficult conversation is very important.

Model Curiosity and Teach It

Curiosity is an excellent tool to facilitate the process — a crucial part of navigating conflict. To understand the conflict, and by modelling this curiosity, you are teaching other family members to do the same; this will allow you to understand their internal processes.

Make Others Feel Seen, Heard and Understood

One of the main reasons people engage in what can be a long-lasting conflict is that they are not understood. Being seen, heard and understood is a basic human need that we all have. In many cases, this need can lead to interpersonal conflict because we all have an innate desire to be seen, heard and understood.

being seen, heard and understood is empathy.

Practice Empathy

When you allow a person to feel, leaving room for them to name it, meet them where they are. This is an important aspect of any conflict, one that many family members overlook.

To be empathic, it is essential to connect to the feelings behind what the person is saying, not just the content of what they are saying. The emotions that underpin their experience. A person can rarely be empathic towards someone if they only focus on the content of what they are saying.

This is why focusing on the process is important because it can help you empathise during conflict.

When working with conflict, it is crucial to put yourself in the other persons' shoes, to be curious about their experiences, to actively strive towards understanding the other persons why and how they feel, and to connect to the person's feelings. Conflict without empathy will lead to more conflict.

Keep Countertransference in Check

Having to deal with conflict could likely elicit feelings and experiences connected to your own. It's important to be aware of what comes up for you and make sure it doesn't interfere with the task at hand.