

Employee fact sheet:

Navigating Conflict at Work



Workplace conflict can happen when people have different expectations, priorities, communication styles or views about how work should be done.

Some disagreement is a normal part of working with others and can lead to better communication and problem-solving. However, when conflict is ongoing or unresolved, it can become stressful and affect your wellbeing, confidence and ability to work effectively.

Understanding what is happening, communicating respectfully and seeking support early can help prevent conflict from escalating.

How conflict may affect you

Workplace conflict can affect different parts of your life.

Conflict may affect	What this can feel like
Mood	Feeling overwhelmed, irritable, anxious, flat or emotionally exhausted.
Energy	Feeling exhausted, drained or finding it difficult to recharge, even after rest.
Motivation	Feeling disconnected from your work, struggling to care about tasks or losing your sense of purpose.
Thinking	Difficulty concentrating, remembering things, making decisions or staying focused.
Relationships	Withdrawing from others, avoiding conversations or feeling less connected to the people around you.
Physical Wellbeing	Fatigue, headaches, muscle tensions, poor sleep or getting sick more often.

Tips for Navigating Conflict at Work

Below are some strategies you can try yourself or with support from others to help navigate conflict at work. You can also access [EAP sessions through PeopleSense by Altius](#) at any stage. Support from a qualified psychologist can help you understand what you are experiencing, put helpful strategies into practice, and identify other ways to support your wellbeing.

1. Pause before reacting

When emotions are running high, take time to slow down and consider how you want to respond.

2. Focus on the issue

Try to separate the problem from the person. Focus on the behaviour, situation or misunderstanding rather than making assumptions about intent.

3. Communicate respectfully

Where it feels safe and appropriate, have a calm conversation about the issue and the impact it is having.

4. Listen to other perspectives

People often see situations differently. Listening can help identify misunderstandings and areas of common ground.

5. Avoid gossip and side conversations

Speaking directly and respectfully is often more effective strategy.

6. Seek support early

If the conflict is affecting your wellbeing or work, talk with your manager, HR team or access support through your EAP with PeopleSense.

Seek professional support

Speak with your GP, psychologist or access support through your EAP if workplace conflict is affecting your wellbeing, work or daily life.

Through your [EAP with PeopleSense](#), you can speak confidentially with a qualified psychologist for support, practical strategies and guidance to help you manage difficult conversations, navigate workplace challenges and protect your wellbeing.



Reaching out early makes a real difference.
Contact [PeopleSense](#) to book a confidential appointment with a qualified psychologist.

If you are having thoughts of self-harm or suicide, seek urgent support immediately.
Call 000, Lifeline on 13 11 14.

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