

Question: Sometimes tempers get high during a conflict making it hard to resolve things. Is there an ideal time and place to embark on conflict resolutions?

Response: Yes there is an ideal time to resolve conflicts. First, regarding ideal time, you want to understand the nature of the environment and the mood of the other party before making your move. This will ensure that the issue at hand does not get aggravated to other things.

Then you want to make a separation between issue and person. Yes, it is important to separate the person from the offence. They may have said or done hurtful things, but they are not the things they have done or said. So, choose to see the good in them and address the issue and not the person.

You want to be and remain deliberate about keeping a positive aura. If you approach with a mind to be confrontational, the other party might perceive this and in return, assume a defensive stance, thereby bringing your attempt at a resolution to waste. However, positive confrontation is key as well.

Should the environment start to get tense, bring this up to the other party and suggest that you both take a break and resume at a stipulated time. Keep an open mind to the possibility of changing location. So, think an open space with minimal human traffic as opposed to a tiny confined office space. Also consider, Friday evening with less office demands rather than rush hour Monday morning.

Finally, ask the Holy Spirit for wisdom to maximize the moment.

Question: How can I be nice to everyone especially in an office setting, given the naturally competitive and sometimes hostile environment?

Answer: Love. This might be such an audacious take, but it is doable. Come to a full understanding of your work terrain. Is it one that requires people to interact quietly? Knowing fully well of the state of your work terrain, we must realize that every human being is an extension of God and so needs to be treated as such, with love and respect. Make an effort to understand your colleagues, their religion, culture and background. This will guide you on how to relate with them so that you are not offensive in your approach. It is a good thing that you have the intention to be deliberately nice to everyone, as the bible admonishes us to follow peace with all men including your enemies.