

# 6 ways to COOL a WORKPLACE ARGUMENT

No matter where you work, you're bound to meet coworkers with different personalities and work styles. As a result, there may be times when you need to work through opinions that differ. Sometimes you may be faced with a heated argument. But, this type of situation doesn't have to get worse.

Learn how to calm an upset coworker with these tips from the Society for Human Resource Management:

1. **Remain calm.** Yelling and unprofessional behavior doesn't help anyone find a solution. It could escalate and end up out of control.
2. **Try to understand what the other person is saying.** Look at them calmly and let them talk. Follow up by asking them to explain more if needed.
3. **Use "I" statements,** such as "I feel disappointed that this project isn't going well." Rather than, "You aren't doing a good job on this project." Focus on behaviors or problems, not people.
4. **Discuss solutions to the problem.** Write them down on paper or a white board if needed.
5. **Make sure everyone agrees on the solution.**
6. **If an agreement can't be reached, decide if you can "agree to disagree" on the issue.** If that's not an option, consider involving a neutral third person or a human resources staff member if needed.

Knowing how to resolve conflict in the workplace is a valuable skill you can use throughout your life. Staying calm and collected in a tense situation gives you the ability to find a productive, positive solution.

