

Understanding Workplace Conflict

Distinguish disagreements, access barriers and discriminatory behaviour

Conflict can arise from miscommunication, unmet access needs, unclear expectations or inappropriate behaviour. Look at the facts and impact.

MISUNDERSTANDING

Different communication styles or assumptions

UNMET NEEDS

Adjustments are missing, delayed or ineffective

ROLE PRESSURE

Workload, expectations or responsibilities conflict

UNFAIR TREATMENT

Exclusion, harassment or possible discrimination

What happened? Record observable facts, not assumptions.

How did it affect my work, access or wellbeing?

My Conflict Situation Map

Separate what happened from what it meant and what is needed

EVENT

What was said or done? When and where?

IMPACT

What changed for me or my work?

ACCESS

Were disability needs or adjustments involved?

EVIDENCE

Messages, dates, witnesses or relevant records

NEED

What would help resolve or prevent this?

Keep records factual, relevant and stored confidentially.

Preparing for a Conversation

A calm, accessible pathway for raising concerns

1

PREPARE

Choose one concern

2

REQUEST

Agree an accessible

3

EXPLAIN

Describe facts and i

4

ASK

Name a practical cha

You can request written questions, extra processing time, a support person where appropriate, breaks or a follow-up summary.

The main point I want to communicate:

Words I could use to open the conversation:

What communication support would help?

What outcome would I like to request?

Routes to Resolution & Support

Choose an appropriate response for the nature of the concern

INFORMAL DISCUSSION

Where safe, explain the issue and agree next steps

MANAGER / HR

Raise an unresolved concern or adjustment barrier

FORMAL GRIEVANCE

Use the employer procedure if informal steps fail

SPECIALIST ADVICE

Seek union, Acas or independent legal guidance

SAFETY / HARASSMENT

Prioritise safety and report serious behaviour

Important:

Discrimination and employment claims can have short time limits.
Seek timely advice. You do not have to resolve harassment alone.

My Conflict Resolution Plan

Document next steps, support needs and an agreed review

1 IDENTIFY

Name the issue

2 DOCUMENT

Keep a factual record

3 REQUEST

Ask for a specific change

4 REVIEW

Check the outcome

My main concern and the impact on me:

The adjustment, boundary or resolution I am requesting:

Who I will contact and the accessible format I need:

Evidence or documents I may need:

Follow-up date, outcome and next steps:

If you feel unsafe, prioritise immediate support and workplace safety.