



**Conflict resolution** is a must if it even hints of affecting Safety within a workplace. When a group of people from diverse backgrounds are grouped together with only the common goal to ensure that aircraft are airworthy as the bond between them, it is not uncommon for dislikes to occur. Fortunately one does not have to like someone in order to work with them but if

that dislike begins to interfere with the Safety of the work being done or affect others in the crew then something must be done. Whenever there is conflict between two persons it will often affect the entire crew. So what is conflict? “When you have to suppress an overwhelming desire to squeeze the living s--- out of the person annoying you”! Conflict exists whenever one person allows his/her dislike for another to interfere with their WORKING relationship with that person. When this occurs the opportunity for an error to occur increases as teamwork suffers, communication is decreased and stress is increased for not only the two with the conflict but, depending on the degree of conflict it can affect the whole crew. Conflict very often develops from early Life Decisions; those things that we learn as a child that influence our adult decision making. Or it can originate from the cultures we discussed in the last issue. Whatever the underlying cause, it will be controlled by emotions; usually anger, frustration or envy. Anger is a very common, natural and strong emotion. It is said that we get angry an average of 12 to 14 times a day. Often this anger is directed at ourself as you call yourself all kinds of names for, say, hitting your thumb with a hammer. That may have some therapeutic value but if it is directed at someone else who happens to be driving a car, then road rage incidents can occur. At that moment, with the emotional mind in control, lives have been lost and the angry person’s life forever changed over what will later be deemed a petty incident. So anger itself is not the problem. The problem is in the mismanagement of that anger. They say that one in five people have anger management problems. That becomes a big problem when frustration is building up or envy raises its ugly head whether on the road or at work. Thus the management and control of the emotion of anger is the key to reducing conflict.

**Conflicts could be drastically reduced  
if only we all could**

**File it** or **Trash** But  
better **it** never  
yet



**Frame it  
on the wall**

