



Fun Facts...

The Labor Day Holiday was borne out of workplace conflict. In 1984, the Chicago Pullman Worker's strike occurred when George Pullman eliminated jobs, increased working hours and decreased hourly pay. The union workers protested and the resulting conflict required the intervention of then President Cleveland and United States troops. In an attempt to restore relationships with American workers, Congress created the "workingman's holiday", and passed an Act making Labor Day a legal holiday, intended to celebrate and pay tribute to the contributions, achievements and conflicts faced by the American worker.

Not so Fun Facts....

Today's American workplace and looks very different. In the era of COVID-19 and its Delta variant, our "work" and "workplaces" have changed dramatically. The methods of getting work done have changed, options have been created and technology has exploded. Work may be remote, at home, modem to modem, or in person in brick and mortar locations. It may be with or without technical support, with or without resources, with or without clear direction, with or without work. The climate changes regularly, conflicts over workplace policies about vaccines and masking continue to go unresolved. The work place is a place of heightened and changing conflict. And for some of the conflicts, there are no answers... yet.

Opinion/Commentary....

The world and its people are in conflict, transition if you will, or perhaps in revolution. For many, this transition and its necessary conflict, showcase where people have acceptable conflict resolution skills and where they don't. As we grapple with the challenges life as we know it presents, conflict

Upcoming Events

Monday, September 6

Labor Day holiday

DuPage County Courts closed

September 9 & 23

18th Judicial Circuit

Eviction Mediation Training

A 2-part training series to become an Eviction Mediator for the 18th Judicial Circuit Court

[Click here](#) for Registration

Questions? Contact

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630.407.2875

September 17-19

40th Annual Tumbleweed Conference

Lea County Event Center

5101 N. Lovington Hwy

Hobbs, NM 88240

Brigid is the Saturday Night
September 18.

Ticket Information

Tumbleweed Conference

or

[Email Brigid](#) for more details on this event.

October 3

7th Annual

accelerates and in the midst of the turmoil, that conflict creates fear, stress and confusion. In my working experience, people are more emotionally fragile, have less ability to resolve conflict and entrench in right/wrong, black and white thinking. Moments of grace to see the other persons' perspective are few and far between, if they exist at all.

What is your successful, lived experience at handling workplace conflict, life conflict or just plain...'I Disagree' with your opinion conflicts? Is it peaceable? Is it graceful? Is it violent? Is it reactive? Is it to hide? Is it reasoned? Is it any one or all of these on any given day?

We offer these tips and reminders of conflict resolution skills to help you manage the conflict you may encounter in your world today.

**Ken Duffield Memorial
"Don't Drink Even if
Your Ass Falls Off"
Golf Outing**

Village Links Golf Course
Glen Ellyn, IL 60187

Details to follow.

Questions?

Contact Leslie O'Connor
lesanded@wowway.com
630-258-6728

1) **Be an active listener and don't assume yours is the only right thinking.**

Up your listening and communication skills and listen to those you cross paths with, especially those who have a different idea. Be open to thoughts and ideas and communication styles, even when they make you boil inside. "Walk a mile in their shoes" is a mindset that may give better insight as to how someone else is or is not handling life...as they perceive it, not as your reality shows it to be or what your personal belief might be.

2) **Define acceptable behavior for yourself and others.** Create a supportive, open minded environment while being true to yourself. Are you part of the "herd" going along with whatever, or independent and able to engage in healthy differences of opinion? Are you creating conflict by the manner in which you speak or act? Are actions or attitudes that wouldn't be tolerated in an in-person setting, in a group (or in the workplace) tolerated in other settings, be they remote on a computer screen or in a group during a peaceful protest?

3) **Find common ground.** When conflict is "unchecked" it can run awry especially if someone is distracted or off topic. Look for ways in which you share common ideas and ideologies or where you can get "buy-in" and commitment for acceptable behavior when the situation requires an "agreement to disagree". When there is no common ground, there is no common ground. Forcing an idea or opinion usually creates conflict in the moment or conflict down the road.

4) **Positive Reinforcement.** In many relationships, conflictual or not, it's easy to point out and focus on the negative, the shortcomings, and the things that are done wrong. When people entrench in a position, they usually can only find the evidence that supports their positions. (LOL - just like lawyers to support a client's position!) This approach usually results in losing the person they are trying to problem solve with. Most people don't like the "know it all" who makes them feel inferior, bad or that their opinion is without merit. And, there are always two or two hundred creative paths that can bring resolution to

a conflict or a difference of opinion. Resolution involves finding the **solution**. Solution-finding as the focal point helps the focus turn from good/bad, right/wrong, black/white to options that might work instead of what might not. Solutions typically occur by consensus with everyone person getting credit and positive reinforcement for the resolution which ensures people vest in the resolution of the conflict. Grace and acceptance instead of intolerance and impatience can be the pathway to long-term success in conflict resolution.

5) ***Conflict is an opportunity for growth for all involved.*** When disagreements or lack of communication take place (and they will!), there is an inherent opportunity for growth and change for and by all involved. It is frequently the **Resistance** to that growth and change that brings about rebellion and conflict. Conflict is necessary for change...the forward thinkers want to move ahead quickly, the naysayers don't. Conflict and conflict resolution is a process and the process is painful...but the application of creativity and innovation in addressing the conflict, sometimes quickly, sometimes slowly, will always allow a solution to materialize, if we are open to it.

Got a conflict that you need help with or have some advice to share? Send your comments to Brigid@BrigidDuffield.com and they may be used in a future e-blast.

Happy Labor Day!!!

"Recognizing the positive aspects of conflict imply a profound change of perspective: it involves appreciating differences, enjoying controversies, and embracing complexity." - Cecile Barbeito

The Law Office of Brigid A. Duffield, P.C. wishes you a healthy, productive, and conflict-free September!

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