

Where Does It Come From? Potential Sources of Conflict

Conflict or violence in the workplace can have a major impact on your life. Not only do you spend most of your time at work, but workplace conflicts can be particularly stressful if they put your pay or your job, healthcare, and other benefits on the line.

Conflict doesn't happen in a vacuum. The power relationships that exist in your work every day – like an administrator's influence over your employment, your rank in the "pecking order" with respect to a co-worker, or your authority over students – are at play during a conflict. Other issues or stressors in a person's life outside the school walls can have an impact on conflict as well.



FELLOW EDUCATOR OR SCHOOL STAFF

- What is causing the conflict between you and your co-worker?
- In this conflict, what is at stake for you? What is at stake for your co-worker? Does one of you have more influence than the other in your workplace (seniority, etc.)?
- What "baggage" are you bringing with you that might affect the conflict? What is your co-worker bringing?



STUDENT

- What is causing the conflict between you and the student?
- In this conflict, what is at stake for you? What is at stake for the student? How might the student's parent/guardian influence the conflict?
- What "baggage" are you bringing with you that might affect the conflict? What is the student bringing? Is the student experiencing poverty, hunger, discrimination, inadequate or abusive parenting, or other issues that could influence the conflict?
- What can your employer do to protect you while helping the student to not act violently in the future? What resources could benefit both you and the student?



MEMBER OF ADMINISTRATION

- What is causing the conflict between you and the principal/headmaster/other member of the school or district administration?
- In this conflict, what is at stake for you? What is at stake for the principal? Do they have the ability to affect your job or fire you?
- What "baggage" are you bringing with you that might affect the conflict? What is the principal bringing?



Workplace Violence Spectrum

Definition	Potential Examples
<p>Discourtesy is a lack of politeness. <i>Note: specific actions that are considered polite or rude vary dramatically by place, time, and context. (e.g. personal space boundaries, noise)</i></p>	<ul style="list-style-type: none">• Rude facial expressions or tone of voice• Refusing to assist or pretending to not notice that assistance is needed• Stomping, slamming doors making unnecessary noise
<p>Disrespect is to show or express contempt; insulting someone.</p>	<ul style="list-style-type: none">• Excessively correcting others• Pointing out flaws in an unhelpful way
<p>Intimidation is threats or other conduct that in any way creates a hostile environment, including frightening, alarming or inhibiting others.</p>	<ul style="list-style-type: none">• Spreading rumors or speaking malicious untruths• Excluding or isolating others
<p>Harassment is an unwelcome conduct that is based on race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information. <u>Sexual harassment</u> is one type which involves repeated and unwanted sex-oriented remarks, behaviors or gestures.</p>	<ul style="list-style-type: none">• Using racist slang, phrases, or nicknames• Making negative comments about religious beliefs• Offensive reference to an individual's mental or physical disability• Telling inappropriate or lewd jokes• Sharing sexually inappropriate images, videos, notes, or emails• Inappropriate touching, including pinching or purposefully brushing up against another person
<p>Retaliation is an employer taking "adverse action" against workers who report injuries, safety concerns, or other protected activity</p>	<ul style="list-style-type: none">• Demotion, discipline, firing, salary reduction, or shift reassignment• Threaten to make, or actually make reports to authorities, including ICE• Make the person's work more difficult
<p>Verbal Assault is threats to inflict bodily harm; including vague or covert threats.</p>	<ul style="list-style-type: none">• Threats to inflict bodily harm• Abusive phone calls or e-mails
<p>Physical Aggression is attempting to cause physical harm against another person</p>	<ul style="list-style-type: none">• Striking or hitting• Pushing• Throwing objects• Punching walls• Use of weapons