Work Place Conflict and Morale

This month we discussed the importance of understanding why workplace conflict happens, what signs to watch for and how to prevent it.

The five main topics discussed were; work place aggression, work place conflict, secondary trauma, compassion fatigue and morale.

Below and on the next page you will see some examples of all five topics. Please remember if you feel that you are suffering from any of these you can always discuss it with your supervisor or a member of the safety committee.

Work Place Aggression: one or a combination of these issues could lead to work place conflict.
Learn to spot the 5 stages of passive-aggressive conflict

There is a passive-aggressive conflict style that can develop in a person with passive-aggressive tendencies. If you understand the cycle, it can be helpful in identifying if you are passive-aggressive.

**Stage 1** Developement of passive-aggressive behavior

**Stage 2** Irrational thoughts triggered by stressful situations

**Stage 3** Denial of anger (projecting negative feelings onto other people and building resentment)

**Stage 4** Engaging in passive-aggressive behavior (withdrawing, sulking, pouting, procrastinating and carrying out tasks inefficiently)

**Stage 5** Actions reinforced by the negative reactions of others (so aggressor has reached his or her goal)


**Secondary Trauma**

Trauma resulting from caring for, hearing about or witnessing the intense suffering of others. Over time, the cumulative effect can result in an internalization of trauma, leading to compassion fatigue or burnout.

**Morale Boosters**

- Group activities
- Days off
- Positive personnel treatment
- Incentives from local business (i.e. Duncan and Sam's club)
- Compassion Fatigue retreat