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Serenity Now!

Strategies to reduce stress and conflict in the
workplace

Steve Vargo, OD, MBA

Course objectives

- Learn how conflict and stress negatively impact productivity
- Learn strategies to contain stress and conflict
- Protect your sanity!

1 in 4 employees
view their **JOB** as their
#1 STRESSOR



Causes of stress and conflict

- Condescending and demeaning comments
- Overruling decisions without offering a reason
- Public reprimands
- Talking about others behind their back
- Giving others the silent treatment
- Ignoring people
- Rude comments
- Not giving credit
- Insulting others
- Yelling



CAN'T HEAR

CAN'T THINK

CAN'T HEAL



Perfect	<ul style="list-style-type: none">• Detail oriented• Gets things done• Great analysis	<ul style="list-style-type: none">• Could have analysis paralysis• Believes they are right even when wrong• Super-sensitive• Can hold a grudge forever
Playful	<ul style="list-style-type: none">• Fun to be around• The life of the party	<ul style="list-style-type: none">• Does not always get work done• Procrastinates
Powerful	<ul style="list-style-type: none">• Takes control• Achieves more in short period of time• Usually right	<ul style="list-style-type: none">• Does not care about other people's feelings• Ignores rules• Not detail oriented
Peaceful	<ul style="list-style-type: none">• Loyal• Easy to be around• Tends to please• Avoids conflict	<ul style="list-style-type: none">• Achievement is not high priority• Works on their own time frame• Avoids conflict

You shouldn't feel that way!

Take care
of yourself!



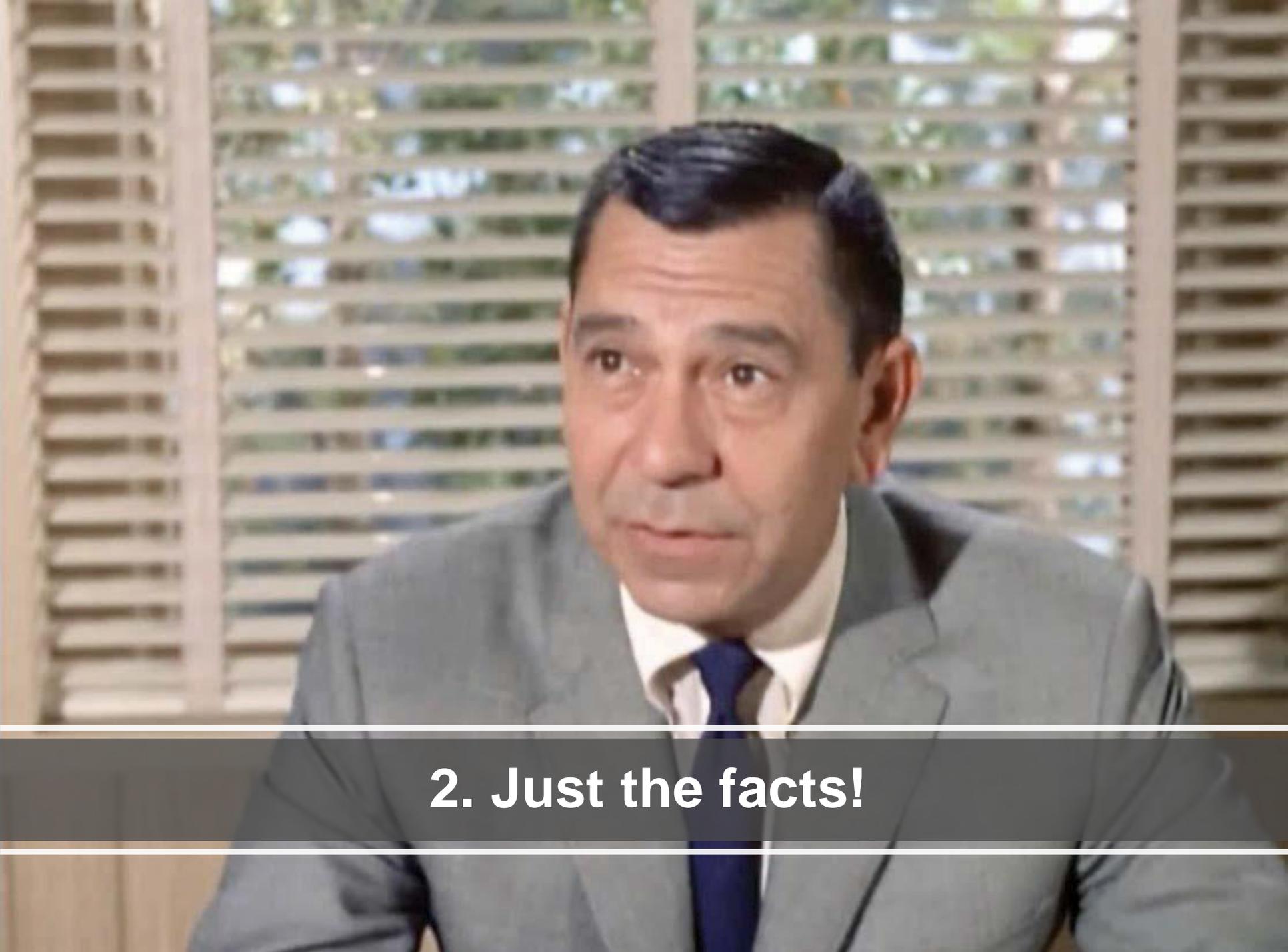
Conflict resolution strategies

A close-up photograph of a hand holding a small, rectangular piece of light-colored, textured paper. The paper has the words "Thank You!" printed on it in a bold, green, sans-serif font. The hand is positioned at the top and bottom edges of the paper, with fingers visible. The background is a soft, out-of-focus green and yellow, suggesting an outdoor setting. The lighting is bright and natural, highlighting the texture of the paper and the skin of the hand.

Thank You!

1. Appreciation

The Power of Reciprocity



2. Just the facts!



3. Get curious

Can you help me understand why...

Problem

Problem

Solution

Problem

Problem

Prob

blem

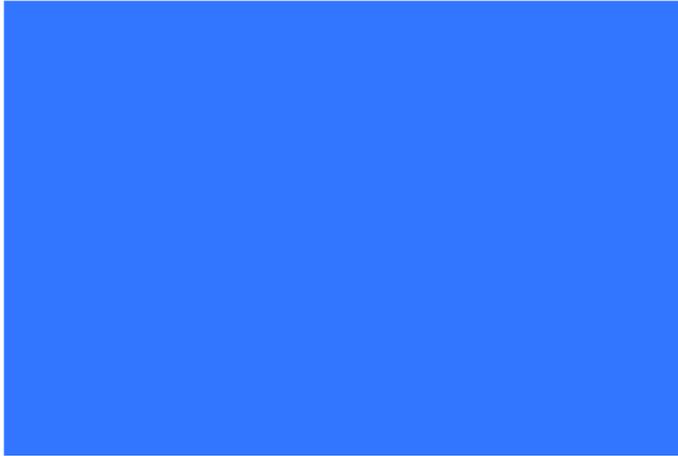
Problem

4. Explore Solutions

Low Assertiveness

High assertiveness

High Hostility



Hot contempt

- **Intimidation**
- **Confrontation**
- **Insults**

Low Hostility



Low Assertiveness

High assertiveness

High Hostility

Cold contempt

- Avoidance
- Backstabbing
- Gossip

Hot contempt

- Intimidation
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**Hard on the
problem;
Soft on the people**



5. Are there consequences?



Channeling frustration



Disconnected
Depressed
Low-stimulus



Gossip
Blame
Conflict



Teamwork
Productivity
Engagement



Mediating staff conflict

1. A NO-BLAME Zone!
2. No need to agree – just listen
3. Repeat back what you heard
4. Explore reasonable solutions

Thank You!!

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