

So what do to be a great employer? Well lots of things. My focus is on how the culture and the management treats employees (even the management) and how organizations foster good conflict management. As you may know, I regularly write a Free Enews (see [www.managingconflict.com](http://www.managingconflict.com)) to help people deal with workplace tension and conflict.

I solicit feedback. Here is one piece of feedback that got me thinking and my response.

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I read your newsletter every time it comes and I like the format generally. I am trying to think why it doesn't really grab me.

I think I finally figured it out.

Human resources and work place conflicts are due to people getting together to do business. It is like carpooling. If the driver is reckless the ride will be difficult not to mention the wear and tear on the occupants and the business/vehicle itself. But if the ride is smooth and deliberate the ride will be successful with pleasant and comfortable occupants.

It is almost as if the part of business is ignored unintentionally. I wonder how many owners come away with this same feeling. Unless a conflict rears its head I am not going to worry about this. It is like business fraud though – only a fraction of the amount that is really going on gets detected and then by accident after a great part of the damage has been done. These are just my thoughts – I may be wrong.

- DAN

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**Carol Responds:**

Awesome insight. Conflict does lurk under the surface and often goes undetected. AND well run work places often take what goes well for granted.

So let's take the conversation to a different place. I want to hear from those of you whose workplaces DO handle things well. What are your secrets, tactics, strategies?

**So folks, what are your secrets, tactics, and strategies. What does your company or a singular person do that makes your workplace fairly stress free?**