

Iron Out Differences with the Boss



CONFLICTS WITH the boss can be rooted in working styles, or even in personality clashes. Mahima Puri suggests ways to deal with both.

1 Understand Expectations

Conflicts may arise if there is a mismatch between the boss' expectations and the subordinate's understanding of these. "If the boss is unable to clearly state the deliverables, the employee should make an effort to seek clarity," says the HR head of a BPO, who does not wish to be named.

2 Have a Healthy Dialogue

Marico has a 'peace time forum' exercise, wherein the senior management meets regularly and informally, says Milind Sarwate, group CFO & CHRO. "It allows us to know each other better, communicate effectively and take a balanced view," he adds.

3 Stay Positive

"If you begin a dialogue thinking the other person is not ready to listen or will not understand your point of view, the exercise will not work," says Ramesh Puri, managing director (India), Executive Access.

4 Focus on Issues

While resolving conflicts, focus only on work issues and not the boss' nature or behaviour. "Taking a professional approach helps," adds Sarwate.

5 Change Yourself

If the conflict continues, it is preferable to adapt to the situation. "Since bosses are in a more powerful position, it is always better to avoid conflict with them. Give an opportunity to let things become normal," says management and life skills trainer Yadhav Mehra.