

Economic Growth Region 11

Serving Dubois, Gibson, Knox, Perry, Posey, Pike, Spencer, Vanderburgh and Warrick Counties

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TECHNIQUES FOR EFFECTIVE CONFLICT RESOLUTION

Effectively dealing with conflict in the workplace requires a full understanding of how "productive confrontation" differs from "damaging conflict." Scott Angle, a facilitator and consultant whose areas of expertise include leadership training in both large and small business, outlined the six steps in resolving conflict and maintaining healthy, productive work relationships during the April Business Seminars in Evansville and Jasper.

Effective techniques for conflict resolution start with the very basic step of defining and understanding the conflict, which usually indicates that one party perceives that their interests are being opposed or negatively affected by another party. When the two opposing parties are no longer willing or able to consider other views, or cooperate, a win/lose situation is created.

Angle explained five basic causes of conflict in the workplace, but also con-

tended that all conflict is not counterproductive. He defined "productive confrontation" as that which allows each party a measure of control; sharpens and broadens the opposing viewpoints; clarifies viewpoints; relieves tension and anxiety and can form new relationships. The opportunity for conflict can be minimized by effectively defining the workplace culture so the work group understands the norms of behavior and the underlying shared values. He said it is also important for each party to understand their own communication style and the communication style of others so relationships can be formed. He said workers functioning in a group should be coached to understand when an issue is trivial or unimportant or when it is out of his or her influence or control. They each should be sensitive to the fact that accommodating others' opinions to preserve relationships is most important.

DESIRED OCCUPATIONS: MANUFACTURING TOPS LIST

The strength of the manufacturing sector in the Southwestern part of the state is reinforced by data included in the most recent Hoosiers by the Numbers report compiled by the Indiana Department of Workforce Development.

The statistics, compiled for February, indicates that the list of the top 20 occupations sought by the active job-seeking applicants on their resumes in the past 12 months was topped by "production workers, all other" with a total of 1,073. The information is gathered from Indiana Career Connect, the state's free on-line career matching service, for Region 11, which encompassed the counties of Perry, Pike, Spencer, Vanderburgh, Posey, Warrick, Gibson, Knox and Dubois.

Second on the list of desired occupations is "helpers - production workers" with a total of 687 resume listings. "Assemblers and fabrica-

tors, all other" was fourth with 401 job-seekers listing this line of work in their resumes posted on Indiana Career Connect. "Laborers and freight, stock, and material movers, hand" ranked eighth on the list. A total of 240 posted resumes targeted this job as the goal.

On the opposite side of the employment picture - unemployment data for February - the listing of the percentage of unemployment claims ranked by Region 11's top 5 industry clusters showed that construction, with 36% of the claims, experienced the most workforce downsizing. Manufacturing ranked third, with 13.2% of the dislocated workers filing claims. The industry classification of "administrative, support, waste management and remediation services" was second on the ranking with 14.4% of the unemployment claims.

EMPLOYEE ENGAGEMENT: DOES IT AFFECT YOUR BOTTOM LINE?

A recent Gallup poll discovered thirty-six percent of managers and executives were "Engaged" in their jobs in 2012 -- meaning they are deeply involved in and enthusiastic about their work and actively contributing to their organization. This is the highest level of worker engagement across 12 different occupation types and is the most improved from the 2009 economic downturn -- up 10 percentage points. Manufacturing and transportation workers are the least engaged in their jobs, as they were in 2009. Service workers are the only group to see their engagement decline in 2012 compared with 2009, down three points. Engaged employees are involved in and enthusiastic about their work. Those who are not engaged may be satisfied but are not emotionally connected to their workplaces and are less likely to put in discretionary effort. The Actively Disengaged are emotionally disconnected from their work and workplace and jeopardize their team or company's performance.

To view the full report visit <http://www.gallup.com/poll/162062/managers-boast-best-work-engagement.aspx>.

Did you know....

- Fraudulent unemployment claims topped \$13 million in Indiana last year, according to state officials
- Nationwide, 30% of employees are actively engaged in their work, similar to the 28% in 2009

Upcoming Events:

Business Seminars: Worker's Compensation: The Business Perspective

• May 2, 2013
WorkOne Southwest
700 E. Walnut St
Evansville, IN 47710
7:30am-9am CST
To register please contact Joe Rapp'e
jrappe@dwd.in.gov

• May 23, 2013
VU Jasper Campus
850 College Ave
Jasper, IN 47546
7:30am-9am EST
To register please contact
Nancy Schroering
nschroering@vinu.edu

Contact:

For more information on mentioned programs please contact:

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