Tips on handling conflict with another team member

- Make sure you have a clear understanding of the all the issues involved before you go to the other person to talk about the problem.

- Approach them at an appropriate time and say that you'd like to discuss the matter. Don't confront them unexpectedly, or try to have it out while they're busy doing something else. If need be, arrange a more convenient time to talk it over.

- Once you start the discussion, be honest about the issues and don't hold back on any gripes that might resurface later. On the other hand, don't attack them about irrelevant or personal things – make sure you keep to the issues.

- Give them a chance to explain their side of the story, and try not to interrupt them while they're talking.

- Come to an agreement about what the basic problem is and what would fix it.

- Once you're in agreement, talk about what each of you could do to make amends and overcome the ill feeling.