

Stronger Together:  
Turning Conflict  
into Collaboration

August 19, 2025





**BHS**  
BEHAVIORAL HEALTH SYSTEMS

Behavioral Healthcare Programs for Business & Industry Since 1989

BHS MemberAccess



Employer ID: DORM

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### State Employee Assistance Program

This presentation is part of the services provided by the State Employee Assistance Program through Behavioral Health Systems, Inc. The State EAP is administered and managed by the State Department of Finance's Division of Risk Management (DORM). If you have questions regarding the policy, procedures or services provided by this program, please contact the Program Coordinator, Kwatasian Hunt, at [kwatasian.hunt@finance.alabama.gov](mailto:kwatasian.hunt@finance.alabama.gov). You can also find more information about the State Employee Assistance Program on the Division of Risk Management's website at [www.riskmgt.alabama.gov](http://www.riskmgt.alabama.gov).



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### BHS / DORM Partnership




Network of 100,000+ national providers, including MDs, PhDs, counselors and hospital/ facilities




Ease of administration (Dedicated Care Coordinator, centralized billing and reporting)




Specialized resources specific to your location and needs



BHS customizes services to meet the needs of State of Alabama's team



A partner to State of Alabama employees and their families since 2006



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## Objectives

- ▶ Evaluate Types of Workplace Conflict
- ▶ Discuss Why Conflict Avoidance is Harmful
- ▶ Assess Constructive vs. Destructive Conflict
- ▶ Identify Strategies and Tools to Manage Conflict
- ▶ Review the BHS Resources Available to State of Alabama Employees and Dependents



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## Workplace Conflict by Numbers

- ▶ 34% of workplace conflict is a result of workplace stress
- ▶ 33% of workplace conflict is a result of heavy workloads
- ▶ 27% of employees have seen personal attacks arise from conflicts
- ▶ 25% of employees have witnessed absence or sickness due to conflict
- ▶ 9% of employees have seen projects fail because of workplace conflict



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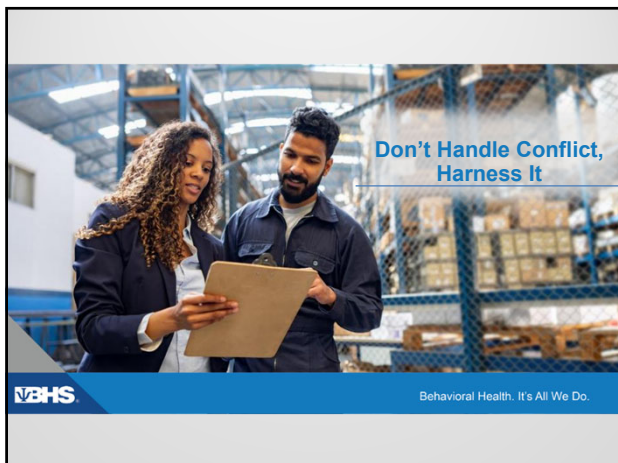
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### Harnessing the Power of Disagreement

- ▶ Leaders can see conflict as a revenue generating asset if they change their thinking and behavior toward conflict management
  - ▶ Change your thinking, change your approach
  - ▶ Listen well
  - ▶ Gain understanding through trainings
  - ▶ Train others
  - ▶ Create accountability



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### Types of Conflict in the Workplace

- ▶ Interdependence Conflict
- ▶ Leadership Conflict
- ▶ Working Style Conflict
- ▶ Personality Conflict
- ▶ Background Conflict



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### Behaviors Exhibited by Difficult People

- |                         |                       |
|-------------------------|-----------------------|
| ▶ Rudeness              | ▶ Poor Listeners      |
| ▶ Callousness           | ▶ Chronic Complainers |
| ▶ Manipulation          | ▶ Lone Wolves         |
| ▶ Negligent risk-takers | ▶ Dog-Eat-Dog         |
| ▶ Disengagement         | ▶ Avoidant            |
| ▶ Uncompromising        | ▶ Attention seekers   |
| ▶ Easily Frustrated     | ▶ Grudge holders      |



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### How to Deal with Difficult People

- ▶ Listen well
- ▶ Remain calm
- ▶ Don't personalize their actions
- ▶ Search for a hidden meaning
- ▶ Don't downplay their feelings
- ▶ Ask questions
- ▶ Don't reciprocate negative feelings
- ▶ Create space
- ▶ Don't be defensive
- ▶ Be flexible
- ▶ Discuss the situation with someone who can be trusted



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### Conflict Avoidance: Why It's Harmful

- ▶ Conflict Avoidance is the act of withdrawing from conflict or avoiding conflict altogether
- ▶ People often do this because they are afraid of getting hurt, being rejected or feeling uncomfortable



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### Conflict Avoidance: Ways it Manifests

- ▶ Total withdrawal
- ▶ Redirect the topic (projection)
- ▶ Make peace without addressing the issue
- ▶ Passive aggressiveness
- ▶ Name calling or insults



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### Conflict Avoidance: Consequences

- Lack of communication
- Unmet needs
- Resentment
- Frustration
- Relationship becomes based on assumptions and expectations
- Increased conflict



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### Constructive vs. Destructive Conflict

#### Constructive Conflict

Participants talk openly and respectfully

Diversity of opinions

Collaborative meetings

Brainstorming sessions

Productive teamwork



#### Destructive Conflict

Team members point fingers at each other

Team incompatibility

Unfocused team members

Lack of self-control

Unproductive meetings



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### Strategies to Manage Conflict

- Remain calm
- Listen to understand
- Accentuate the positive
- State your case tactfully
- Attack the problem, not the person
- Avoid the blame game



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### Strategies to Manage Conflict

- ▶ Focus on the present not the past
- ▶ Ask the right kinds of questions
- ▶ Pick your battles
- ▶ Link offers
- ▶ Be creative
- ▶ Celebrate all agreements



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### Strategies from a Leadership Perspective

- ▶ Assess the situation
- ▶ Only intervene when necessary
- ▶ Create guidelines and boundaries
- ▶ Recognize causes of the conflict
- ▶ Work together with conflicting team members
- ▶ Remain neutral and calm
- ▶ Focus on facts
- ▶ Maintain boundaries



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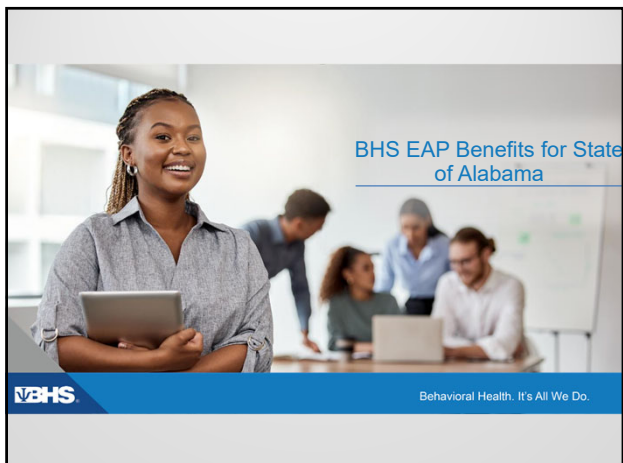
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### State of Alabama: BHS Benefits


Employees and dependents may receive up to three (3) visits/consults at no charge each plan year.




**In-Person**  
With a doctor, counselor or advisor



**Telehealth**  
Available via phone or web-based




**Digital**  
Access to virtual solutions



**Work/Life**  
Consultation for Financial

- ▼ Stress & Anxiety
- ▼ Marital / Family
- ▼ Depression
- ▼ Work-Related Problems
- ▼ Substance Abuse
- ▼ Grief & Loss
- ▼ Childhood Disorders including ADHD
- ▼ Life Transitions



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### Accessing the BHS Benefits

Begins with a call to BHS: 800-245-1150 or [www.behavioralhealthsystems.com](http://www.behavioralhealthsystems.com)



Scan To Visit

Available on the App Store and Google Play

- ▶ Designated BHS Care Coordinator is available Monday-Friday: 7:00 a.m. – 5:00 p.m. CT
- ▶ After-hour, weekend and holiday calls answered by mental health professionals – never an automated response system
- ▶ Digital offerings also available via the BHS MemberAccess app and portal
  - To log in, use your Employer ID: **DORM**



**Designated BHS Care Coordinator**  
Jasmine Burns, DBH, ALC, CRC



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### Benefits Communications

**Posters**



**EAP Wallet Card**



**EAP Newsletters**



**BHS MemberAccess App**



**Fact Sheets**



**Info Graphics**



**BHS Supervisory Toolkit**





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### In Summary: Key Takeaways

- BHS is the EAP for the State of Alabama employees and their families
- Members should call Jasmine Burns, BHS Care Coordinator, for behavioral health needs including scheduling
- Both virtual and in-person care options are available within the BHS network of providers, and the BHS MemberAccess App is available
- To make an appointment, call BHS at 800-245-1150 or visit [www.behavioralhealthsystems.com](http://www.behavioralhealthsystems.com)

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A Personalized Approach To Behavioral Health

- Behavioral Health
- EAP & Work/Life
- Drug Testing
- Telehealth & Digital

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