



# **CONFLICT, POOR WORKPLACE RELATIONSHIPS OR INTERACTIONS**

## **WHAT IS CONFLICT, POOR RELATIONSHIPS OR INTERACTIONS?**

*Conflict or poor workplace relationships or interactions* refers to the hazard arising from disagreements, tensions, or negative dynamics between individuals or groups within the workplace. It involves situations where there is a lack of cooperation, collaboration, or effective communication, leading to strained relationships, hostility, or unresolved disputes. It can include situations where there is a breakdown in relationships among individuals and teams, resulting in conflicts arising from tasks, relationships, and instances of violence or incivility.

It also includes workplaces characterised by unacceptable behaviours, gossip, harassment, or bullying. These conditions contribute to strained interactions and negative dynamics within the work environment.

This hazard can manifest in various forms, such as interpersonal conflicts, bullying, harassment, or dysfunctional team dynamics, and can have significant negative impacts on both individuals and the overall work environment. Harmful behaviours can also originate from entities such as customers, clients, patients, members of the public, or other businesses.