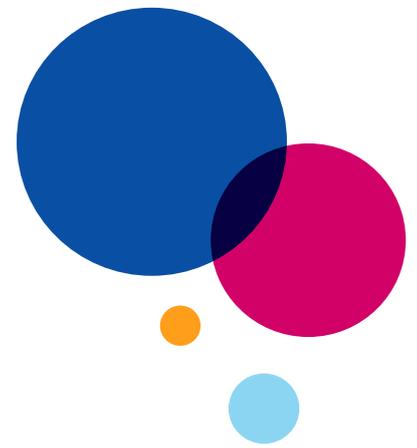


# Addressing problems



Although conflicts come in many forms, they can always be resolved through discussion, genuine understanding and a constructive attitude.

## Create a safe space for a discussion

- Create a safe space for a discussion. In order for problems to be resolved, they must be discussed openly.
- Ensure an equal and fair discussion situation that seeks genuine understanding.
- A calm atmosphere helps keep emotions in check and the focus on solving problems.

## Listen and genuinely try to understand

- Problems and conflicts can be resolved when they are well understood.
- Both parties must be able to present their views, and they have an obligation to listen to one another.
- So listen carefully when the other person is talking. When it is your turn to speak, state your views calmly.

## Adopt a constructive attitude

- Work with your assistant to reach a solution for the future. You cannot change the past, but you can learn from it.
- A solution imposed in a bossy way will rarely last. A solution found together creates a commitment from both parties.
- Resolving a conflict together reinforces your relationship and clarifies the co-operation!

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This material is part of Varma's work ability support material. How can I succeed as an employer of a personal assistant?

Part 5d: Addressing problems

Read more: [varma.fi/henkilokohtainenapu](https://varma.fi/henkilokohtainenapu)