Communication 2

Causes of conflict

* Miscommunication

Broad approaches to conflict

* Nullifiers
* Seekers

Handling situations

* Take time to understand the situation
* Know your audience
* Ask others for their perspective
* Compromise

Neuro-linguistic programming

Helps improve communication and mitigates poor behaviour

Cognitive biases:

Anchoring bias

Availability bias

Bandwagon effect

Choice-supportive

Confirmation bias

Fundamental attribution error

Halo effect

Biases in the workplaces