Study Notes

# Conflict Management and Resolution strategies

Conflict can be detrimental to any project.

Good conflict can help with problem solving and innovation. Negative conflict is detrimental.

Conflict management styles vary from person to person, project to project.

Image from lecture slides details the different types:

Graphical user interface, text, website

Description automatically generated

Resolving conflict should include these steps:

1. Listen & understand
2. Emphathise
3. Apologise
4. Offer solution
5. Resolution
6. Reconcile.

The HURIER model can help to improve listening and understanding

H – Hear

U – Understand

R – Recall

I – Interpret

E – Evaluate

R – Respond